

## CITY OF HEMET

Class Code:  
Page 1 of 3

Date Adopted: 10/1989  
Date Last Revised: 08/24/2004

### OFFICE SPECIALIST III

---

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

#### DEFINITION

Under general supervision, performs and participates in a variety of difficult and complex duties requiring considerable program knowledge, technical evaluation of information and the use of advanced clerical skills; serves as a contact for the public and, depending upon assignment, may serve as the main dispatcher for a division within the City of Hemet; performs other related duties as required.

#### DISTINGUISHING CHARACTERISTICS

The **Office Specialist III** is the lead/advanced journey level class expected to perform the more complex customer service and clerical duties, including answering phones for an assigned division, assisting and directing the public, providing information and assistance to interdepartmental representatives and maintaining employee files. This classification is distinguished from the next lower level of Office Specialist II by requiring the use of advanced clerical and basic technical administrative evaluation/coordination skills.

#### EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Answers the telephone and provides information within the area of assignment; responds to public inquiries in a courteous manner and provides proper documents and resource references as required.

Depending upon assignment, serves as the main dispatcher for assigned division; assists walk-in customers; handles operational customer requests; prepares, distributes and dispatches customer requests; interacts with all employees within a division, the public and other City departments for equipment delivery, service and complaint resolution; may involve working in an emergency response setting.

Performs complex clerical duties in support of an assigned function, including typing, copying and faxing a number of documents; assists the public with questions that require judgement and interpretation of technical information, laws, policies and procedures pertinent to the assigned division.

Prepares a variety of documents and forms, including general correspondence, reports and orders; may process time cards and prepares payroll.

Compiles information to support departmental programs or recommendations for change in departmental procedures, policies and programs; sorts, calculates and summarizes various data; prepares and maintains operating, personnel and other records.

Recommends and assists in implementing office programs and clerical systems, procedures and policies.

May assist in budgeting, including providing recommendations; may make capital equipment purchase recommendations; assists with inventory control and the purchasing review processes for assigned division; works directly with vendors.

Serves as a resource to City employees and the assigned Department/Division; trains employees in the circumstance that back-up coverage is needed due to the incumbents absence because of vacation, sick, etc.

Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff and the public.

### **WORKING CONDITIONS**

Position requires prolonged sitting, standing, walking reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and document weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of standard office and administrative policies and procedures; dispatch operations; radio protocol and paging systems; specified computer applications involving word processing, data entry, database access and/or standard report generation; depending upon assignment, City of Hemet Resolution and Rate schedule, ABOP (anti-freeze, batteries, oils and paint) facility regulations, Department of Transportation/California Highway Patrol laws, water reporting procedures and USA alerts; business arithmetic; basic principles of mathematics; methods and techniques of scheduling work assignments; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to provide advanced clerical and technical support to assigned division; use applicable office terminology, forms, documents and procedures in the course of the work; provide dispatching service for assigned division; maintain accurate office files; compose correspondence and documents; meet critical deadlines; deal successfully with the public in person and over the telephone; courteously respond to community issues, concerns and needs; interpret, explain, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to operate standard office equipment, including a computer and a variety of software applications.

**QUALIFICATIONS GUIDELINES**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance as an Office Specialist III. Example combinations include graduation from high school or equivalent supplemented by college level course work in typing and office practices and three years of progressively responsible clerical experience.

**CERTIFICATION/LICENSE AND/OR OTHER SPECIAL REQUIREMENTS**

Possession of, or ability to obtain, a valid Class C California driver's license and a satisfactory driving record.