

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Office Specialist</u>
Sch & Grade	<u>PAT-4</u>
Class Code	<u>FE76</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

Performs responsible administrative support duties including specializing in performing advanced computer software support work.

SUPERVISION:

Under direct supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Creates and maintains complex automated forms, databases and reports by utilizing a variety of computer software applications such as advanced word processing, Visual Basic for Applications, database, and Adobe Professional. Provides training on the use of developed applications to end-users.
2. Performs responsible duties involving processing and maintaining departmental paperwork for such things as accreditation compliance review. Identifies and selects appropriate guidelines and/or policies when making related decisions.
3. Prepares, processes, and maintains various records, reports, and files that are moderately complex in nature.
4. Reads, learns and interprets a variety of information from technical manuals and Internet help sites related to the utilization of computer software applications.
5. Updates and troubleshoots software upgrades for applications associated with assigned computer software responsibilities.
6. Performs a variety of office administration tasks such as copying, filing, faxing, scanning, etc.

IMPORTANT FUNCTIONS:

1. Arranges meetings for staff members and maintains schedules for such things as use of conference rooms, applicable equipment, tours of city facilities, etc. as assigned.
2. Processes routine paperwork as required.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Modern office practices and procedures; accurate grammar, spelling, punctuation and standard English usage; record keeping and filing system methods; basic math calculations. Advanced knowledge of word processing applications and above average knowledge of other applicable software applications such as database, Visual Basic for Applications, and Adobe Professional.

Abilities

Read, understand, learn and interpret a variety of policies, guidelines, and other information; make sound decisions within established guidelines and procedures; proficiently operate a computer and utilize appropriate software; follow oral and written instructions; maintain appropriate level of confidentiality for both written and verbal information; efficiently and accurately prepare and maintain records, reports, etc.; possess a strong attention to detail; effectively analyze and categorize information; communicate effectively both verbally and in writing; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; deal effectively and courteously with associates and employees at all organizational levels as well as the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Typically requires at least two years of experience in general office work with some experience using and performing advanced computer software functions with word processing, Visual Basic for Applications, and database. Appropriate office management and/or computer software classes/training may be substituted for some or all of the required experience.

Physical Requirements

Performs bending, sorting, kneeling, and reaching to both ground level and overhead as required for such tasks as retrieving files; lifts and carries up to 10 pounds; pushes and pulls up to 25 pounds; must be able to hold and grip objects; may be subject to sitting for long periods of time; ability to operate a computer keyboard and mouse.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

None required.

Miscellaneous Requirements

None required.

Last Revision:	February 13, 2012	GENERAL ORDINANCE NO. 5692
Comments:	Updated Abilities	Date: July 2, 2007

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Dated:** _____