

STATE OF OREGON – DEPARTMENT OF ADMINISTRATIVE SERVICES
HUMAN RESOURCE SERVICES DIVISION
CLASS SPECIFICATION

Title	Class Number
OFFICE SPECIALIST 1	0103
OFFICE SPECIALIST 2	0104

SERIES CONCEPT

Office Specialists provide a wide variety of clerical, secretarial, technical, or minor administrative-related tasks in support of work unit, team, or one or more individuals within an agency program or operation.

Office Specialists may perform any or all of the following office support functions: compose, format, and prepare correspondence, reports, statistics, forms or other documents according to instructions or established procedures; proofread documents for clarity, punctuation, grammar, spelling, typographical errors, etc.; act as a receptionist; respond to inquiries requiring general knowledge of agency operations; explain or clarify rules, processes and procedures to clientele; operate and maintain common office equipment, such as personal computers, copy machines, scanners, etc.; maintain filing systems following established guidelines and procedures; read, sort, and distribute mail; schedule appointments and make travel/meeting arrangements; take meeting minutes; perform budget-related activities and participate in preparing budget projections; monitor expenditures and compile monthly status reports; maintain supervisor's calendar and schedule appointments and conferences; make travel arrangements; complete travel vouchers, expense claims and reports; maintain attendance and other personnel and payroll records for work unit; order office supplies and maintain inventory. At the higher level, these positions may also perform a full range of primary administrative, office and clerical support functions in a separate field office. This type of assignment typically requires the position to be the first contact for agency clients or the general public.

In addition, Office Specialists may perform any or all of the following record processing activities: examine applications, forms, or other documents for accuracy, completeness, and compliance with established criteria; add, delete, or change information to maintain accurate, complete, and current information; determine actions necessary to obtain missing information or to correct information; contact clients, agency staff, other agencies, or the general public to obtain information to complete the processing of documents; may issue permits/licenses or deny applications based upon review; perform arithmetical computations to recheck calculations made by others or to compute penalties, fees or interest using established formulas; code information to convert data for entry into automated system and/or input information; collect and compile data for reports or surveys; issue authorized payments for services; reconstruct account transactions; determine and initiate action within established policies and procedures to resolve problems with records, billings, payments, or charges; make presentations to staff, students, and clients to provide information regarding new or changes to policies and procedures of the work unit.

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DISTINGUISHING FEATURES

The **Office Specialist 1** is the second level of a three-level general office and clerical support series. Employees in this class perform a variety of clerical support duties in accordance with established guidelines and procedures, and the work performed requires a general knowledge of agency operations. Incumbents may summarize general information or respond to inquiries about their assigned program; however, they may refer unusual questions and problems to higher levels. The Office Specialist 1 is distinguished from the Office Assistant class by the increased responsibility for performing a wider variety of secretarial, clerical, and record processing activities. At this level, work involves related steps, processes, and/or methods which require the application of agency policies and procedures, and employees may determine the work methods and procedures used to complete assignments. The Office Specialist 1 is distinguished from the Office Specialist 2 class by the absence of responsibility for administrative/technical assignments involving different and unrelated processes and methods. Although the Office Specialist 1 may operate independently, the work activities, methods and processes are related, and supervision or guidance is readily available. It is further distinguished from the Office Specialist 2 by the absence of requiring incumbents to exercise independent judgment in analyzing situations and making decisions in accordance with laws, rules, and regulations. Work is performed within established procedures in which recognizable standards exist, with judgment limited to the proper handling of, and minor changes to, standardized operational or routine situations.

The **Office Specialist 2** is the third level of a three-level general office and clerical support series. Employees in these positions provide clerical and secretarial support for agency operations, projects or programs using independent judgment to accomplish desired results. In addition to a general knowledge of agency operations, the work performed requires knowledge specific to at least one agency program or operation. Incumbents perform moderately difficult office support work by applying a general understanding of specialized program information, regulations, practices, procedures and policies, and their relationship with other functions and programs. Employees in this class may also work alone or in a separate field office, coordinating or providing the primary office services and general clerical support. The position uses independent judgment in these situations to determine work methods and priorities and to complete assignments and requests on a timely basis. The Office Specialist 2 is distinguished from the Office Specialist 1 class by the administrative and/or technical assignments which involve different and unrelated processes and methods. Assignments reflect increasing variety, complexity, initiative and judgment to resolve non-routine issues and questions. Work consists of a variety of duties which differ in nature and sequence due to the particular characteristics or circumstances of each transaction, situation or assignment. Independent judgment is required in analyzing situations and making decisions on selecting the most appropriate course of action within established procedures. Numerous guides, instructions, regulations, manuals, precedents, etc., are applied in carrying out assignments. Guidelines and precedents are less detailed and explicit.

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MINIMUM QUALIFICATIONS

Office Specialist 1: one (1) year of general clerical experience, which included typing, word processing, or other generation of documents; OR completion of courses or training in office technology; OR an equivalent combination of training and experience.

Office Specialist 2: two (2) years of general clerical experience, one (1) year of which included typing, word processing, or other experience generating documents; OR an Associate's degree in Office Occupations or Office Technology; OR graduation from a private school of business with a Certificate in Office Occupations or Office Technology and one year of general clerical experience. College courses in Office Occupations or Office Technology will substitute for the required experience on a year-for-year basis.

DISTINGUISHING FEATURE FROM SIMILAR SERIES

Administrative Specialist Series

The Administrative Specialist series is responsible for performing and/or coordinating administrative tasks in support of an agency program or operation. Employees in this class series have limited, if any, general office support duties. The work performed requires an in-depth knowledge of a program or operation, and employees are responsible for the coordination of an entire process on an agency-wide basis to ensure the smooth flow of services and operations.

Public Service Representative Series

The Public Service Representative series aids users of services and facilities of a State agency by providing readily attainable and specialized information and services, explaining and applying rules, policies, procedures, and programs. At higher levels, employees in this class may aid the public in securing a variety of permits and licenses under defined criteria. Employees may perform some clerical duties; however, the main focus of this class series is providing service to the public.