

OFFICE SPECIALIST III

JOB CODE: 6929
LOCATION: Tioga County Departments & Jurisdictions
CLASSIFICATION: Competitive
SALARY: CSEA - Salary grade VII (Tioga County); Varies by location (School Districts & Municipalities)
ADOPTED: 02/14/17, Reso. 55-17; Revised 01/20

DISTINGUISHING FEATURES OF THE CLASS: The work involves the independent performance of a broad range of complex clerical operations which require an understanding of specific laws, organizational rules, policies or procedures. Specific duties will vary with the needs of the appointing authority. The incumbent will routinely operate an alphanumeric keyboard and other office technology. Ability to accurately manipulate specific software is valued over speed when performing keyboard functions. An Office Specialist III is responsible for relieving the head of a department or major division of various administrative details, which may include some defined fiscal items. At this level, an employee should possess moderate interpersonal skills in order to explain information or inform others about agency regulations, policies and/or programs. Only very complex matters or those relating to fiscal transactions are referred to the supervisor. The employee may be defined as a lead worker of a group, or be designated to assign and review the work of specific personnel within a unit or section. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides office support including the use of a computer, and other office machines and equipment in order to accurately prepare and maintain a wide variety of agency documents including, but not limited to: routine correspondence, inventory, budgets, operating expenses, state reporting, files and departmental activities;
- Develops a professional network and maintains contacts with units with whom an official routinely interacts;
- Reviews documents for accuracy, completeness and to ensure that they conform with established processes and procedures;
- Schedules appointments, answers a variety of inquiries via telephone, email and in person;
- Prepares written correspondence of an official's signature;
- Collects information from paper and electronic files and compiles such information into a final source document;
- Prepares summaries and drafts of reports;
- Answers telephone calls and/or email correspondence providing routine information on various procedural requirements or program transactions;
- As directed, may review a variety of documents such as claim forms, vouchers, bills, purchase orders to determine eligibility for payment or to verify accuracy of payment made, according to defined procedures and policies;
- As directed, may prepare and process billing for a department or for specific programs;
- May prepare and maintain statistical and financial data requiring basic mathematical calculations;
- May maintain personnel files for a supervisor and oversees the file management system for an agency (both computerized and manual);
- May instruct new employees in the specialized work of a unit, assigns and reviews completed work;
- Receives internal and external customers, ascertains their business, and refers them as appropriate;
- May be required to prepare an agenda, take notes, and prepare minutes of meetings;
- May be required to periodically purge obsolete material in accordance with a records retention schedule;
- Performs all routine clerical work determined essential to the efficient and economical functioning of the office to which assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of modern office terminology, procedures, equipment; thorough knowledge of business English, including the ability to alphabetize, spell correctly and use appropriate grammar and punctuation; thorough knowledge of business arithmetic; good knowledge of the organization, functions, laws, policies, rules and regulations that govern the agency to which appointed; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and data bases; ability to accurately operate an

alphanumeric keyboard; ability to understand and follow oral and written instructions; ability to make arithmetic computations involving fractions, decimals and percentages accurately; ability to work well with others and to display courtesy when dealing with the public; ability to plan, assign and review the work of others; ability to perform close, detailed work that may involve considerable visual effort; initiative, resourcefulness, accuracy, tact, neatness and good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency **and either:**

- a. Possession of an Associate's degree from a regionally accredited or New York State registered college; and two (2) years of full-time (or the part-time equivalent) office clerical experience*; **OR**
- b. Four (4) years of full-time (or the part-time equivalent) office clerical experience*; **OR**
- c. Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

**NOTE: Bank Teller and other types of cashiering jobs are not considered "office clerical".*