

SPECIAL SERVICES OFFICE SPECIALIST

DEFINITION

Under general supervision, responsible for coordinating and supervising the workflow for assigned clerical staff. In addition, perform highly complex and responsible, advanced-level clerical functions; monitors budgets and acts as a liaison with Special Services staff.

EXAMPLES OF DUTIES

Serve as personal secretary to the Director, Special Services, dealing with a variety of sensitive and privileged matters; supervise and train clerical staff; lead the staff activities of the administrator's office which includes the organization, planning, layout and development of work accomplishment time lines; develop and maintain division budget, policies and procedures; recommend and review administrative and personnel procedures, priorities and processes; assist in development and implementation of projects and events; develop and maintain the budget and financial records; review and process personnel, purchasing, budget and other transactions; initiate and compose correspondence and reports; provide information regarding budgets, projects, programs and events; attend and conduct staff meetings; establish and maintain various division programs and projects, including services to increase the effectiveness of support staff; provide support and assistance to division Administrator for various administrative functions including meeting facilitation and preparation; oversee the design, implementation, and maintenance of professional development programs for support staff; assess the effectiveness of existing and proposed internal support; prepare or coordinate the preparation of information and data requested from operational meetings and conferences as requested and take and/or transcribe notes to summary minute form; transcribe correspondence, memoranda, reports, and other communicative forms which include technical terminology and require a familiarity with legal mandates, policies, regulations, and operational procedures affecting the administrator's functional responsibilities; interpret policies, regulations and operational procedures to those persons contacting the administrator's office either by telephone or through personal visitation; act as receptionist for division Administrator including answering of routine inquiries and correspondence, maintaining an action calendar, scheduling appointments, conferences and meetings, and a variety of other details; establish and maintain complex alphabetical, numerical and subject matter files which includes sensitive and privileged data; assist with a variety of personnel management activities, including the preparation of time reports.

EMPLOYMENT STANDARDS

KNOWLEDGE AND ABILITIES

Knowledge of:

Principles, methods, techniques, and strategies of clerical staff coordination and organization;
Budget preparation and tracking;
Office Management and operation;
Standard office machines, equipment, and computers;
Computer operations and database software programs;
Effective reception and telephone techniques, correspondence and report writing, and proofreading;
Interpersonal skills;
Correct English usage, spelling, grammar, punctuation, and arithmetic concepts.

Ability to:

Learn, interpret and apply complex policies, administrative regulations and operational procedures;
Effectively supervise clerical staff;
Establish and meet deadlines;

Effectively perform secretarial and clerical functions which require knowledge of legal mandates, policies, regulations and operational procedures;
Maintain accurate records;
Manage multiple projects;
Represent the department in meetings;
Compose correspondence independently;
Prepare concise and complete reports as required;
Make arithmetical calculations with speed and accuracy;
Work proficiently with computers;
Plan, organize and coordinate the work of others;
Communicate effectively in oral and written form;
Understand and carry out oral and written directions;
Establish and maintain an effective working relationship with those contacted in the course of work;
Relate effectively with racially and ethnically diverse staff, students and community.

Skills:

Type at a rate of 40 words per minute from clear, legible copy. Transcribe accurately at a speed of 90 words per minute. Proficient operation of electronic dictation equipment or the ability to learn quickly. Proficiency in the operation of computer equipment.

EDUCATION AND EXPERIENCE

Education:

Equivalent to completion of the twelfth grade, including or supplemented by coursework in shorthand, typing, office management or other related skill areas.

Experience:

Four years of highly complex, advanced-level secretarial and clerical experience; three years of experience managing an administrative office, including supervising staff; two years of experience managing projects; two years of experience developing and maintaining budgets.

REQUIRED LICENSES AND/OR CERTIFICATES

If driving a vehicle is required in the course of work, operator must possess a valid and appropriate California driver's license; qualify for insurability with the District's insurance carrier. A valid first aid certificate will be required for some assignments.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Strength:

Work may involve lifting objects up to 50 pounds; physical dexterity in limbs and digits necessary to operate office equipment.

Pre-placement Physical: Class I