



CLASSIFICATION DESCRIPTION

TITLE: Office Support Specialist, Senior

Title of Immediate Supervisor: Principal/Varies	Department: Varies	FLSA Status: Non-Exempt
Accountable For (Job Titles): Varies		Pay Grade Assignment: DFT/Clerical Local 692 Exhibit A, Salary Schedule Level F

General Summary or Purpose Of Job:

Under limited supervision, performs administrative support requiring a high degree of awareness, tact, creativity and initiative. A considerable amount of work performed involves directing or completing projects and resolving complex problems and work issues.

This job class is distinguished as the third level within the Office Support Specialist series. This designation is responsible for complex staff support work activities. Work is often accomplished by directing and/or obtaining the assistance of other support staff. The scope and complexity of these positions requires an extensive knowledge of the office/school's operations. Frequently, the work activities performed can have district-wide impact and implications.

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Performs and conducts a broad range of staff support duties and responsibilities; types correspondence, letters, reports, forms, requisitions or related material; copies, faxes, distributes or records information into various complex files and records.	15%
2.	Serves as a liaison with other district units or external entities outside the district; screens calls and mail dealing with complaints, problems, conflicts or questions; attempts to independently resolve, answer or address problems, questions or issues within established guidelines; arranges for meetings, conferences, notices and similar activities.	15%
3.	Performs budget management activities; monitors and tracks budget expenditures; prepares and processes requisitions; processes invoices for payment; submits reimbursement forms; processes stipends.	15%
4.	Performs various special projects; researches, compiles and analyzes data from various sources; prepares and summarizes information for special reports.	15%
5.	Administers rules, regulations, policies and procedures to staff, students and the general public.	10%
6.	Provides specialized program support; monitors and maintains various documentation regarding program operations; processes program eligibility applications; answers questions regarding the respective program; participates in the preparation of program reports, forms and related documents.	15%
7.	Attends meetings and provides agenda and minutes support as needed.	10%
8.	Performs related work as assigned.	5%



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Minimum Qualifications: (necessary qualifications to gain entry into the job not preferred or desirable qualifications)

- High School graduation or equivalent.
- May require possession of an Associate degree in business or a related area.
- Three years of experience in advanced staff support.
- May require previous experience as lead worker.

Certification or Licensing Requirements (prior to job entry):

None

Knowledge Requirements: (Requires knowledge of)

- District policies, regulations, procedures and processes.
- Applicable state and federal rules, regulations, policies and procedures.
- Customer service principles and practices.
- District budgeting and payroll processing.
- Modern office methods, practices and procedures.
- Bookkeeping and basic accounting principles and principles.
- Advanced to expert level personal computer operations and software applications.

Skill Requirements: (Skilled in)

- Planning, organizing and setting work priorities and work independently with no immediate supervision.
- Meeting predetermined deadlines and utilizing flexibility with work and priority shifts.
- Gaining cooperation and conformance from others without authority.
- Interpreting, explaining and applying written and oral instructions, procedures and regulations.
- Communication skills, both oral and in writing.
- Determining priorities in the handling of unique and/or complex problems.
- Promoting public relations and dealing tactfully and diplomatically with staff, students and the general public.
- Maintaining confidentiality with sensitive information, issues and situations.

Physical Requirements: (Indicate according to the requirements of the essential duties/responsibilities)

Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		x		
Walk			x	
Sit			x	
Use hands dexterously (use fingers to handle, feel)				x
Reach with hands and arms			x	
Climb or balance	x			
Stoop/kneel/crouch or crawl		x		
Talk and hear				x
Taste and smell	x			
Lift & Carry:				
Up to 10 lbs.			x	
Up to 25 lbs.		x		
Up to 50 lbs.				
Up to 100 lbs.				
More than 100 lbs.				



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General Environmental Conditions:

General Physical Conditions:

Work can be generally characterized as:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Vision Requirements: (Check box if relevant)	Yes	No
No special vision requirements	x	
Close Vision (20 in. of less)		
Distance Vision (20 ft. of more)		
Color Vision		
Depth Perception		
Peripheral Vision		

Job Classification History:

Description revised by Laumeyer Human Resource Solutions 5/11