

Water Authority Position Description

OFFICE SPECIALIST 2

Status	Position Code	Level	Date
APPROVED	OSP2	A04	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

PERFORM A WIDE VARIETY OF ROUTINE CLERICAL DUTIES IN SUPPORT OF AN ASSIGNED FUNCTION. DEVELOP AND INPUT CORRESPONDENCE AND DATA INTO A COMPUTER TERMINAL. ASSIST AND INFORM THE PUBLIC ON DIVISION POLICIES AND PROCEDURES. ASSIST WITH BASIC SORTING, FILING, COPYING AND/OR CLERICAL ACCOUNTING ACTIVITIES.

MIN EDUCATION & EXPERIENCE REQ

HIGH SCHOOL DIPLOMA OR GED, PLUS TWO (2) YEARS OF CLERICAL EXPERIENCE. ALL LEVEL 1 REQUIREMENTS PLUS THE FOLLOWING COURSES OR SUBSTITUTE COURSES AS APPROVED BY THE TRAINING ADMINISTRATOR: IT 1010 INTRODUCTION TO COMPUTERS, OTEC 1161 RECORDS AND INFORMATION MGMT, OTEC 1170 TELEPHONE TECHNIQUES, OTEC 1171 WORKING WITH CHALLENGING CUSTOMERS, AND TWO CLASSES IN MS OFFICE SUITE PROGRAMS.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
 POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE
 MUST PASS WATER AUTHORITY TYPING TEST AT 25 WORDS PER MINUTE

SUPERVISION RECEIVED/EXERCISED

RECEIVE DIRECT SUPERVISION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

ESSENTIAL FUNCTIONS

1. TYPE, PROOFREAD AND WORD PROCESS A VARIETY OF DOCUMENTS AND FORMS INCLUDING GENERAL CORRESPONDENCE, REPORTS, ORDERS AND MEMORANDA FROM ROUGH DRAFTS OR VERBAL INSTRUCTION. DISSEMINATE INFORMATION AS APPROPRIATE.
2. ENTER DATA INTO A COMPUTER FROM VARIOUS SOURCES INCLUDING ACCOUNTING, STATISTICAL AND RELATED DOCUMENTS. INPUT CORRECTIONS AND UPDATES. VERIFY DATA FOR ACCURACY AND COMPLETENESS. ASSIST IN THE COMPILATION OF REPORTS.
3. PARTICIPATE IN THE MAINTENANCE OF A COMPLEX FILING SYSTEM. RESEARCH RECORDS FOR VARIOUS INFORMATION AS REQUESTED.
4. ANSWER THE TELEPHONE AND GREET AND ASSIST INTERNAL AND EXTERNAL CUSTOMERS. RELAY MESSAGES AND PROVIDE INFORMATION ON DIVISION AND WATER AUTHORITY POLICIES AND PROCEDURES.
5. PROCESS THE MAIL INCLUDING RECEIVING, SORTING AND DISTRIBUTING INCOMING AND OUTGOING CORRESPONDENCE.
6. PREPARE MINUTES FROM MEETINGS.
7. MAINTAIN CALENDARS OF ACTIVITIES, MEETINGS AND VARIOUS EVENTS. COORDINATE ACTIVITIES WITH OTHER DIVISIONS, THE PUBLIC AND OUTSIDE AGENCIES.
8. MAINTAIN OFFICE SUPPLIES AND INVENTORIES. ORDER SUPPLIES AS NEEDED.

SUPPLEMENTAL FUNCTIONS

1. PERFORM ROUTINE DISPATCHING DUTIES AS ASSIGNED.
2. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

BASIC OFFICE PROCEDURES, METHODS AND COMPUTER EQUIPMENT
PRINCIPLES AND PROCEDURES OF FILING
ENGLISH USAGE, SPELLING, GRAMMAR AND PUNCTUATION
BASIC MATHEMATICAL PRINCIPLES
PRINCIPLES AND PROCEDURES OF RECORD KEEPING
PRINCIPLES AND PROCEDURES OF COMPLEX FILING SYSTEMS
PRINCIPLES OF BASIC CLERICAL ACCOUNTING

PREFERRED SKILL/ABILITY

LEARN TO SET UP COMPLEX FILING SYSTEMS
LEARN BASIC PRINCIPLES OF CLERICAL ACCOUNTING
LEARN TO CORRECTLY INTERPRET AND APPLY WATER AUTHORITY POLICIES AND PROCEDURES
LEARN BASIC CASH HANDLING TECHNIQUES
PERFORM GENERAL CLERICAL WORK INCLUDING MAINTAINING FILES AND COMPILING INFORMATION FOR REPORTS
TYPE AT A SPEED NECESSARY FOR SUCCESSFUL JOB PERFORMANCE
MAINTAIN ACCURATE AND COMPLETE RECORDS
TAKE AND TRANSCRIBE DICTATION AT A SPEED NECESSARY FOR SUCCESSFUL JOB PERFORMANCE
SET UP COMPLEX FILING SYSTEMS
CORRECTLY INTERPRET AND APPLY AUTHORITY POLICIES AND PROCEDURES
OPERATE OFFICE EQUIPMENT
UNDERSTAND AND FOLLOW ORAL AND WRITTEN INSTRUCTIONS
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, WALKING OR STANDING FOR PROLONGED PERIODS
MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES