



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Note: The title of Department Specialist is generic to the Classification. Specific jobs in individual departments could have a working title of “Department Name” Specialist, such as PW Specialist, Parks and Recreation Specialist, etc.

Department Specialist

Department: Various Reports to: Management Assistant or Executive Assistant Pay Grade: H04
Date Established: 10/2016 Date Revised: 5/2017 FLSA Status: Non-exempt

CLASSIFICATION SUMMARY

The Department Specialist provides clerical and administrative support and typically serves as the first point of contact for all external and internal customers by courteously and professionally greeting customers using the telephone, email, and face-to-face meetings.

The job involves a variety of clerical and administrative support duties in applying existing policies and procedures to complete assignments. The job involves working with automated systems, computer records systems and/or other specialized software. Duties include answering and routing phone calls, organizing and scheduling meetings, ordering office supplies, and scanning, indexing, and organizing electronic and hardcopy documents, performing data entry, processing paperwork, generating reports, basic bookkeeping and/or accounting, and supporting other personnel as required. In addition, the position provides back-up support for administrative staff as required.

The job works independently under general supervision, within established guidelines and procedures, and requires a great amount of attention to detail. The work requires initiative, independent judgment, and accuracy.

The job requires a high school diploma or GED.

The job works in a general office environment with a moderate noise level.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Answers and routes phone calls, responds to customer requests and provides information regarding applicable policies and procedures.

Accepts and processes documents and records related to department services, reviews and verifies information for related procedure. Identifies and corrects errors and omissions on documents. Sets up and maintains records and files.

Organizes and schedules meetings. Provides set-up and other logistical support for meetings.

Performs data entry and generates reports. Performs basic bookkeeping duties.

Assists with editing, copying, printing, scanning and mailing various documents, and compiling information manuals and staff reports for various committees and meetings.

Works with projects and assignments generated by other staff and channeled through direct supervisor.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Customer service principles and procedures;
- Basic bookkeeping and accounting methods;
- Modern office function and operations;
- Operation of standard office equipment and a personal computer and job-related software applications for word processing, spreadsheets, desktop publishing and other required applications.

Skill and Ability to:

- Perform clerical and administrative office functions such as record keeping, file maintenance, data entry and customer service;
- Answer inquiries and provide information to the public, other City departments, businesses and private citizens;
- Accept, review and process documents and records within established guidelines and procedures;
- Operate a personal computer and job-related software applications;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, and the public;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED;
- Preferred six (6) months office experience.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, and work in an office environment. The job requires hand/finger dexterity to keyboard or type, handle materials, manipulate tools, and reach with hands and arms. The job requires operation of office equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.