

Classification Specification

OFFICE SPECIALIST IV

Date Prepared: January 2002

FLSA Status: Non-Exempt

Date Revised: December 2018
Oct 2018, Feb 2014, Mar 2006,
September 2022

SERIES CONCEPT

The Office Specialist IV is the second highest-level classification in the Office Specialist series, which includes Office Specialist II through IV and Executive Assistant.

GENERAL DESCRIPTION

Responsibilities include providing administrative and clerical support to agency projects, programs, and activities.

Works in a team setting with fellow agency administrative staff to support overall agency administrative functions and serves as a backup for other administrative positions.

ESSENTIAL JOB FUNCTIONS

- May perform any of the tasks assigned to an Office Specialist II, or III as well as those specified in this classification.
- Works with Executive Management Team to develop workflow procedures and performance standards and ensure effective administrative support functions.
- Responsible for difficult, complex, and routine clerical and/or administrative support duties.
- In a team setting, works with administrative support staff to share workload, provide clerical support, provide phone and customer service back-up and office reception as needed to support work of the agency.
- Types and formats forms, memoranda, correspondence, and reports. Designs flyers.
- Provides technical information and assistance to the public by phone and in person.
- Assists in training Office Specialist II or III classifications to perform daily work.
- Primary lead in the management of document retention and archiving. Assists with establishing both digital and paper filing systems as well as procedures for the storage and retention of all agency documentation. Follows established procedures for digital and paper filing systems as well as procedures for the storage and retention of all agency documentation, as assigned.
- Assists and serves as backup to the Executive Assistant for distribution of agenda packets for Thurston Regional Planning Council, Transportation Policy Board, and associated subcommittees, as assigned.
- Distributes and post agenda packets for the Technical Advisory Committee and other agency committees as assigned.
- Coordinates the preparation and distribution of other agency and project meeting packages, as assigned.
- Prepares and submits legal notices and job notifications through various resources. Coordinates with project leads to produce and process online and paper surveys, as assigned.
- Coordinates and participates in processing bulk mailings for public events and outreach surveys, as assigned.

- Acts as backup to prepare the minutes of the Council and other official agency meetings as assigned.
- Schedules meetings for staff as requested, coordinates meeting date, time, location, facilities, and equipment arrangements.
- Sets up and supports in-person and remote meetings, including refreshments, meeting materials, meeting notes, AV equipment, and other duties as assigned.
- Works with staff to register for conferences and training, travel, and hotel arrangements.
- May serve as backup for Executive Assistant, as assigned.

OTHER JOB FUNCTIONS

Performs other related duties as assigned.

DISTINGUISHING FEATURES

The Office Specialist IV classification is distinguished from other Office Specialist classifications by the depth of knowledge of Microsoft Office and Adobe products, and website software.

It also requires a high level of discretion and independent judgment, ability to communicate clearly and diplomatically with elected officials and board and commission members, and an increased knowledge of the substance and process of projects.

WORKING CONDITIONS

Work is generally performed indoors in an office environment. Must maintain a level of physical and mental fitness necessary to perform the essential functions of the position.

EDUCATION & EXPERIENCE

Ability to type at a minimum of 65 wpm and knowledge of Microsoft Office software and Adobe Software is required.

EXPERIENCE – MINIMUM:

Three years of secretarial experience using a personal computer system including one year of experience in a position equivalent to Office Specialist III.

EDUCATION – MINIMUM:

High school diploma or equivalent.

OR SUBSTITUTING

Any demonstrated combination of experience and education that provides the applicant with the required knowledge and abilities.

KNOWLEDGE AND ABILITIES

Knowledge of:

- General office practices, procedures, and systems.
- Correct punctuation, spelling, grammar, and word usage.
- Microsoft Office and Adobe software for document, spreadsheet, and presentation preparation.

Ability to:

- Establish and maintain effective working relationships.
- Work cooperatively with others as a member of a service-oriented team.
- Exercise independent judgement.
- Set priorities and meet strict deadlines.
- Maintain attention to numerous individuals or detailed information for prolonged periods of time.

- Communicate effectively, orally, and in writing.
- Plan, coordinate, and monitor activities and projects.
- Produce quality products while at the same time managing multiple projects with varying deadlines.
- Understand and execute oral and written instructions.
- Type with speed and accuracy.
- Oversee the work of other clerical staff members.
- Provide excellent customer service to both internal and external customers.
- Develop and manage administrative projects and to anticipate and respond to administrative and operational problems.

SPECIAL REQUIREMENTS

May be required to staff events or booths, which may include weekends or evenings.