

SHERIFF'S SUPPORT SPECIALIST I

JOB PURPOSE OR SUMMARY

This is a supervised clerical and/or typing work performed for various divisions within the Sheriff's Office.

An employee occupying a position in this class is responsible for performing office support work of a routine, procedural nature in a variety of ways and in different work environments. An employee may perform a single service such as typing; maintaining files and records; searching for and compiling data; receiving, checking, coding and routing documents; or providing counter services. An employee may also perform a variety of these routine procedural duties.

The work consists of recurring tasks or functions that are clear-out and basic in nature, and which normally facilitate the work of others or provide services for others on a timely basis.

Results of work seldom have any impact beyond the immediate organizational unit or individual(s) to whom service or information is being given.

Training normally requires from 3 to 6 months before incumbents are capable of working without close supervision.

Guidelines are available in the form of well-defined policies, procedures, and performance standards. Deviations must be authorized by the supervisor or lead person.

The employee must possess knowledge of elementary, routine, or repetitive clerical and/or typing tasks, processes or operations which typically include following step-by-step instructions. The employee must also possess the skill to operate assigned office equipment such as computer terminals, printers, word processors, typewriters, adding machines, calculators, copiers, postage machines, recorders and transcribers. The employee must possess knowledge of basic grammar, punctuation, and spelling of commonly used words, terms and expressions.

Personal contact is typically a major function of positions in this class. Some contact is made with other employees within the immediate division, or with employees of other county departments. Contact with the general public is typically high and often constitutes the major element of job performance.

Purpose of contacts is to obtain, clarify or give facts of information. An employee must use discretion, and judgment, and knowledge of the organizational structure in order to properly screen and refer inquires and visitors. The nature of facts or information ranges from that which is easily understood to technical data.

For all positions at this level, the work is closely supervised. The office lead person or supervisor makes specific assignments that are accompanied by clear, detailed instructions. The employee works as instructed and consults with the supervisor or lead person as needed on all matters not

specifically covered by the original instructions. The employee at this level does not supervise or lead other employees. Work is checked while in progress and reviewed upon completion for accuracy, adequacy and adherence to instructions and established procedures, and when appropriate, for effectiveness and attitude in dealing with others.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Receives and sorts mail by addresses or other clearly defined system; distributes mail, office records and supplies; performs messenger service within or between departments or offices.
- Performs receptionist and general office duties such as greeting visitors and directing them to the proper person or divisions; receives and relays telephone messages or person-to-person inquires.
- Types drafts or correspondence and documents from long-hand copy or machine recordings; types letters, forms and documents from corrected drafts; types applications, receipts, vouchers, file cards and other items according to clearly established procedure and format.
- Operates computer terminal, printer or word processing equipment using a variety of source documents and formats. May also verify, code and proofread input data and printouts.
- Copies information from sources or materials onto records or forms. Performs related work requiring accurate recording of data.
- Operates standard office equipment. May also operate 2-way radio.
- Compiles, verifies, posts and maintains logs, rolls, index directories and other information from data collected and maintained by the work unit.
- Performs counter work; receives a few types of forms and answers questions about routine clerical processes or divisional functions. May issue certain standard documents such as receipts, permits and registrations.
- Mails routine form letters of acknowledgment, notification and inquiry.
- Assists in the establishment and maintenance of general and technical files and records, i.e., personnel files, invoices, warrant and participant registers, correspondence files, report and suspense files, payroll records and miscellaneous files and records.
- Orders and maintains stocks, supplies and inventories.
- Coordinates (or assists with coordinating) functions and activities; sets up rooms and equipment required.

QUALIFICATIONS

- Six (6) months general office work experience. In those positions that require typing, the incumbents must, upon entry into the position, be able to type at a rate of no less than 40 words per minute.
- High school diploma or GED at time of hire
- U.S. citizen at time of hire

Knowledge of....general office practices and procedures; business English, spelling and basic arithmetic.

Ability to....follow oral and written instructions.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting. Some walking, standing, bending, and carrying of light items is required. In some positions the incumbents may be spending a major part of the work day exchanging information over a counter. Such duty may require prolonged periods of standing.

Occasionally, the incumbents experience highly stressful situations in the process of resolving problems of an immediate nature i.e., facing irate citizens dissatisfied with information received, action taken or to be taken by a division or department, or denial of service for cause.

Operating a motor-vehicle may also be required.

WORK ENVIRONMENT AND PHYSICAL DEMANDS OA-1 (MAINTENANCE-PRINT SHOP)

This is a physically demanding position. There is occasional exposure to temperature extremes because delivery is accomplished through walking under all weather conditions. There is frequent exposure to dangerous equipment, chemicals, noise and noxious odors/fumes. Stapling, stacking, lifting, ladder climbing and storage are performed on a routine basis...

Essential duties include walking, driving , stamina, seeing, reading, speaking, handwriting and hearing.

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Office use: 6/22/00