



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Office Specialist</u>	NEW: <u>X</u>	REVISED: <u> </u>
	(Please check one)	
REPORTS TO: <u>Various</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>06/08</u>
DEPARTMENT: <u>Various</u>	JOB CODE: 1022	

DEFINITIONS:

Under close supervision, performs clerical and office support duties such as opening and distributing mail, greeting the public and responding to inquiries, checking and verifying information, posting to and maintaining records and providing customer service.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

Provides customer service at the office counter; checks information received for completeness and accuracy; responds to customer questions; processes information in accordance with department procedures; enters data into computer system; completes reports of daily activity.

Prepares reports for customers documenting transactions; makes copies of information as requested; receives payments and issues receipts; prepares cash deposits; maintains records relating to transactions; prepare special and periodic reports.

Order office supplies; receives supplies and issue payments; maintain records of inventory and reorder as necessary; maintain records of expenditures and reconcile as necessary.

Enters data into computer system and maintain records; performs research of records to respond to public requests; explains department processes to public and assists in resolving problems; refers customers to other departments when necessary to resolve problems; schedules appointments as appropriate.

KNOWLEDGE AND SKILL:

1. Good knowledge of standard office practices, record keeping, office equipment and computer software.
2. Good knowledge of County departments and operations.
3. Good knowledge of Boone County policies and procedures.
4. Skill in organizing, scheduling and reviewing work.
5. Skill in the use of a personal computer.
6. Skill in establishing and maintaining cooperative working relations with other Boone County employees and the public.

MINIMUM QUALIFICATIONS:

High school diploma or GED and one year of clerical experience, preferably in a customer service area; some typing skills, and familiarity with computer software programs.

APPROVALS:

Department Director: _____ Date: _____
(Signature)

HR Director: _____ Date: _____
(Signature)