

Title: Office Support Specialist II
Department: All Departments - Clerical
Division/Office: N/A



Grade 2114; Hourly position; Category: Classified; Job Code: OSSII; Rev.:07/01/2021

General Description

The purpose of this position is to perform a variety of office support and/or secretarial duties for a larger or more complex department. Work may vary based on assigned department. This position works under general supervision, independently developing work methods and sequences.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.

- Answers telephones; provides assistance, requested documents and information; refers callers to other staff members as appropriate; and takes messages.
- Greets and directs visitors, as and when appropriate; resolves routine administrative problems and answers inquiries concerning activities.
- Performs a variety of clerical tasks in support of department functions, including but not limited to establishing and maintaining files and maintaining computer record-keeping functions.
- Prepares accounting and statistical tables, and miscellaneous materials using a spreadsheet program.
- Assists customers and other department employees by responding to questions.
- Sorts, screens, and distributes incoming and outgoing mail; drafts or prepares responses to routine inquiries; prepares photocopies and facsimiles.
- Arranges meetings and conferences, schedules interviews and appointments, and performs other duties related to maintaining one or more individual schedules.
- Prepares payroll, mileage and a wide variety of other reports.
- Maintains inventory of office supplies and purchase supplies and equipment as directed.
- Develops and implements procedures to meet departmental clerical needs.
- Coordinates a variety of functions on behalf of supervisor.
- Performs related work as required.

Minimum Education and Experience Requirements

Requires High School graduation or GED equivalent supplemented by two (2) years of clerical, office or administrative support experience; or an equivalent combination of education, training and experience.

Additional Requirements:

Good knowledge of office terminology, procedures and equipment, and of business arithmetic and English; strong word processing skills; some knowledge of elementary bookkeeping; ability to maintain complex clerical records and prepare reports from such sources; ability to make minor decisions in accordance with laws, ordinances, regulations and established policies; ability to make mathematical computations rapidly and accurately; clerical aptitude; good judgment; tact and courtesy; willingness and ability to adapt to new office procedures as required, including computerized office procedures; working knowledge of personal computers and pertinent office applications; regular and timely attendance; performance of duties in a safe manner.

This Class Description does not constitute an employment agreement between the Kent County Levy Court and an employee and is subject to change by the County as its needs change.

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Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

Americans with Disabilities Act Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; visual acuity is required for preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Certifications and License Requirements:

- May be required to pass standardized examination to determine basic knowledge, skills & abilities.

Notices:

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

Employee Acknowledgement