

Classification Specification  
**OFFICE SPECIALIST IV**

Date Prepared: January 2002

FLSA Status: Non-Exempt

Date Revised: October 2016  
Feb 2014, Mar 2006

**SERIES CONCEPT**

The Office Specialist IV is the second highest-level classification in the Office Specialist series, which includes Office Specialist I through IV and Administrative 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 I, II, or III as well as those specified in this classification.
- Oversees front office activities, as assigned.
- Works with Executive Management Team to develop work flow 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 I, II or III classifications to perform daily work.
- Assists with 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.
- Serves as backup for distribution of agenda packets for Thurston Regional Planning Council, Transportation Policy Board, and associated subcommittees.
- Coordinates the preparation and distribution of other agency and project meeting packages, as assigned.
- Posts agenda packages on agency website.
- Prepares and submits legal notices for advertising in local papers.
- Coordinates with project leads to produce and process online and paper surveys.
- Coordinates and participates in processing bulk mailings for public events and outreach surveys.

- 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.
- Helps with setup of equipment and room for meetings.
- May serve as backup for routine accounting functions, 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 interior and exterior 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.

#### **LICENSES/CERTIFICATES**

A current Washington State Driver's License may be required.