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| JOB TITLE:      | <b>OFFICE SPECIALIST - BUS</b>              | DIVISION:         | <b>BUS</b>           |
| REPORTS TO:     | <b>SUPERVISING ADMINISTRATIVE ASSISTANT</b> | EEO CATEGORY:     | <b>06 – CLERICAL</b> |
| FLSA:           | <b>NON-EXEMPT</b>                           | SAFETY-SENSITIVE: | <b>NO</b>            |
| CLASSIFICATION: | <b>NON-REPRESENTED</b>                      | LOCATION:         | <b>SAN RAFAEL</b>    |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### Position Summary

Under direct supervision, the Office Specialist in the Bus Administration Office exercises the highest level of discretion, initiative and independent judgment within established guidelines. Provides a high level of responsible, varied and confidential administrative and clerical assistance for the Bus Division, including Maintenance, Operations, Scheduling, and Procurement Departments. This position requires strong word processing, organizational, time-management and interpersonal skills and the ability to work effectively in a fast-paced environment with frequent interruptions. Must be able to work as a team member with strong internal and external customer service skills to provide varied services to District-wide staff, outside agencies and the public.

### Essential Responsibilities

- Prepares a wide variety of documents including statistical reports, correspondence , forms, and other materials using personal computers
- Enters requisitions and processes purchase orders
- Completes projects from brief oral or written instructions
- Independently prepares routine correspondence
- Independently processes routine paperwork
- Researches and compiles a variety of informational materials; and prepares or updates periodic and special reports
- Reviews finished materials for completeness, accuracy, compliance with policies and procedures, and for correct English and grammar usage
- Organizes and maintains department files, records and databases
- Distributes documents, mail and other materials to appropriate individuals for action or information
- Works with outside agencies and vendors, District-wide staff and the public
- Works closely with others to ensure that all assignments are completed in a timely manner
- Conducts and independently carries through a variety of assigned special projects related to the activities of the department
- Provides back up coverage and assistance during administrative staff absences
- May maintain calendars, schedules and arrange meetings



- May be required at times to order department office supplies
- May assist with District and US mail
- Receives and screens telephone calls and visitors; ascertains the nature of the contact and directs individuals to the proper contact. Also provides authoritative information to individuals and may require the use of independent judgment or the interpretation of District or Departmental policies and procedures
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
- Follows all established safe work practices and safety rules
- Performs additional related duties as assigned
- Regular and reliable attendance and performance is required

## Required Knowledge, Skills and Abilities

### Knowledge of:

- Records Management
- District Policy

### Skill in or Ability to:

- Learn and apply District policies, laws and regulations
- Maintain confidentiality and protect access to confidential information and documents
- Demonstrate strong problem solving and organizational skills
- Establish priorities to meet critical deadlines with minimum supervision
- Use tact and discretion in establishing and maintaining effective, productive, cooperative working relationships
- Speak clearly and concisely in oral and written communication
- Demonstrate correct English usage including spelling, grammar, punctuation and vocabulary
- Use basic business math
- Provide varied administrative and clerical assistance to one or several managers, supervisors or others
- Research, compile and summarize a variety of informational materials and prepare periodic or special reports
- Compose business correspondence and complete projects from brief oral or written instructions
- Demonstrate proficiency, speed and accuracy in using Microsoft Word and Microsoft Excel to meet the department's production requirements
- Use all modern office machines and equipment such as fax machines, network computer systems, copiers, computers
- Effectively multi-task in an environment with frequent interruptions and changing priorities
- Maintain professionalism while dealing with employees, members of the public and all other contacts coupled with sensitivity toward organizational impact is a necessity
- Maintain a calm demeanor and efficiency during emergencies or other stressful situations



## Minimum Qualifications

### Education and/or Experience:

- Three (3) years recent full-time position-related confidential administrative and clerical experience performing a variety of duties such as but not limited to records management, report preparation and filing
- Requires three (3) years of intermediate experience in MS Office – Outlook, Excel, and Word. PowerPoint and Access experience highly desirable
- Advanced software skills highly desirable

### Required License:

- Must possess and maintain a current, valid California driver's license and satisfactory driving record. (May operate District vehicles on occasion.)

### Physical Requirement:

Mobility to work in a typical office setting. Ability to communicate in person and over the telephone. Ability to read printed materials and a computer screen. Routine use of computer, telephone and other office equipment. Some lifting may be required - generally up to ten pounds. Records management may involve repetitive stooping, bending and reaching motions.