



CLASS SPECIFICATION

Class Title: Office Specialist II
Department: County-wide
FLSA: Non-Exempt

Class Code: 1105
Grade: 13
Eff. Date: 01/01/1982
Revised: 07/07/2022

GENERAL PURPOSE

Under the general supervision of an administrative authority, performs working level specialized clerical work requiring advanced knowledge of interrelated departmental paperwork and procedures.

EXAMPLE OF DUTIES

Types letters, statements, narrative and statistical reports, minutes, agendas, and other documents as required. May draft routine correspondence.

Arranges meetings and coordinates various activities with businesses, governmental entities, or citizens.

Processes reports, forms, payments, certificates, applications, or other materials; examines for accuracy and completeness; makes additions or resolves discrepancies consulting with supervisor or other employees as required.

Fills in data on standard office forms; maintains records, files, indexes, registers and books according to established methods and procedures; compiles and tabulates data for records and reports; maintains inventories and orders supplies.

May accept fees for payments; balances cash on hand against receipts; prepares and balances deposits; issues receipts, notices, certificates, and licenses and keeps simple records of transactions; makes simple mathematical computations.

Receives telephone calls, handling any question or matters of a non-technical or routine nature and directing others to the appropriate staff member; assists visitors in filling out forms as required.

Receives and distributes mail to appropriate staff members; provides information to the public, answers inquiries, and complaints from the public.

Operates computer and all applicable software applications; operates standard office equipment; takes notes or conducts machine recording as required.

May operate a motor vehicle.

Duties/Responsibilities specific to the **County Attorney's Office (Civil Division)**: Drafts basic and/or templated legal documents such as resolutions, ordinances, pleadings, judgments, etc.; maintains case files; provides transcription services for both civil and criminal divisions of the Davis County Attorney's Office; regularly interacts with various County departments, elected officials from municipalities and service areas within the County, and the general public. Works with confidential and sensitive matters including information detailed/used in civil cases, in complaints or lawsuits against the County or its

employees, and information included in pending contracts. Contacts law enforcement agencies, court personnel, witnesses and attorneys.

Duties/Responsibilities specific to **Pretrial Services**: Enters client demographic and case management system; creates client file and assigns to Case Managers as directed by the Coordinator. Researches court records for case filing or updated court dates, maintains supplies and other materials needed by staff, other duties as assigned by Coordinator. Interacts with Judges and other criminal justice professionals and the general public. Works with confidential and sensitive matters and including information regarding criminal cases.

Duties/Responsibilities specific to the **Library**: Prioritizes tasks and monitors the workflow at the circulation desk; interprets and applies library policy; works with patrons to solve problems and resolve discrepancies; applies circulation and residency policies to process library card applications; maintains strict confidentiality of patron records and information; organizes materials alphabetically, numerically and by collection; organizes, lifts, retrieves, shelves, and shifts materials, arranged according to spine-label designations, on shelves positioned from 3 inches above the floor to 72+ inches high and up to 28 inches deep; handles, lifts, carries and otherwise moves objects, library materials and boxes of library materials weighing up to 25 lbs during a minimum sustained four-hour work shift.

Duties/Responsibilities specific to **Human Resources**: Performs primary receptionist duties for the department; answers telephones; responds to questions from the public related to county employment; assembles new employee orientation forms and packets; assists new employees in submitting pre-employment forms and audits for completeness; processes new employee drug testing results and I-9/e-Verify confirmations; creates and issues employee identification badges; assists with scheduling, coordinating, and set-up with HR related training courses; assists with event registrations; processes department purchase receipts; performs document scanning and filing; and related office support functions.

Duties/Responsibilities specific to the **Immunization Clinic in Family Health**: Acts as first contact for patients, visitors, and guests at the clinic; welcoming and greeting all patients and visitors, in person or over the phone. Facilitates patient flow. Schedules and manages client appointments and reminders and documents appropriately. Registers new clients and updates existing client demographics by collecting detailed client information including personal and financial information. Assists clients in completing required forms and submitting the required documentation. Screens client's insurance eligibility and enters information into the software application. Protects client confidentiality, making sure protected health information is secured. Performs routine clerical duties; including filing, daily inventory, data entry, collecting payments, answering phones and relaying messaging. Reconciles receipts, money collected and deposits. Ensures all fiscal reports are completed and balanced. Travels to and performs clerical duties at various outreach clinic sites with the team. Demonstrates general knowledge of different types of medical insurance, including private, Medicaid and Medicare.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

- 1. Education and Experience:**



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High school graduation plus two (2) years of full time related clerical employment; an acceptable combination of education and experience may be considered.

DCSO: An employee must be in good standing with the Sheriff's Office, including no disciplinary actions greater than a coach and counsel within the last 12 months to be eligible for this career ladder level.

2. **Special Qualifications:**

May be required to be bondable and/or to become a notary.

May be required to be (or become within six months of hire date) certified to access records through the Utah Criminal Justice Information System (USJIS).

May be required to pass a criminal history background investigation, depending on which department the position is located.

For all positions in the Sheriff's Office: must pass the Davis County Sheriff's Office (DCSO) background investigation. As part of the background investigation, the DCSO requests that all applicants submit to a pre-employment eye detect examination.

May be required to provide personal transportation for on-the-job travel, depending on the position. Employees driving a personal or a County vehicle for job related travel must possess a valid driver license and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents). Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. **Necessary Knowledge, Skills and Abilities:**

Working knowledge of: departmental practices, policies and procedures, standard office computer operations and software applications including word processing, data entry, and spreadsheets.

Skill in: keyboarding as required by the position; using all applicable computer hardware and software applications; using a multi-line telephone.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: proofread and correct documents and forms; operate applicable computer software and hardware; operate multi-line telephone and modern office equipment; correctly use grammar, spelling, and punctuation; perform routine and detailed clerical duties; communicate effectively (orally and in writing); understand and follow written and oral instructions; perform

basic mathematical computations; establish and maintain effective working relationships with supervisors, employees, other departments, and the general public.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.***