

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

OFFICE ADMINISTRATIVE SPECIALIST

POSITION CODE: 29990

Effective: 06/01/2015

DISTINGUISHING FEATURES OF WORK:

Under general direction, performs complex, specialized paraprofessional or technical functions in support of an agency program/operation while serving as a designated lead worker to other office support staff; coordinates administrative office support tasks requiring substantial knowledge of the agency program/operation; or, serves as a computer applications technical coordinator, providing guidance, assistance and training to office staff in the use of complex, multi-program applications and systems.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As a designated lead worker, coordinates administrative office support tasks and provides paraprofessional assistance in a regulating, monitoring and controlling program or client service program of the agency; exercises limited supervisory responsibility; plans, directs and reviews the activities of office staff engaged in a variety of clerical, paraprofessional or technical activities; explains laws, rules and procedures for complying with or obtaining services provided by the agency program; reviews documents and/or applications requesting benefits, services or licensure and/or coordinates the activities of office staff performing these functions; determines if requests meet agency criteria; recommends approval or denial based on interpretation of laws, rules or regulations; may certify documents signed by others with notary public seal; may testify at hearings concerning established agency rules and regulations as they apply to approval or denial of request for services; guides and directs staff in responding to inquiries and resolving discrepancies; maintains and monitors a filing system of requests, forms, documents, audits and correspondence assuring completion target dates are maintained; follows up on late information; develops new work methods to increase efficiency and orients others to changes to work procedures; prepares reports for management on work activities; reviews work performance and advises the supervisor of assigned staff's performance.
2. As a technical coordinator of computer applications, serves as a resource person providing guidance, assistance and training to others in the use of word processing, database, spreadsheet and other applications; analyzes user needs; develops complex, multi-program applications requiring an extensive understanding of procedural command languages and program capabilities, reviewing information to be utilized in report generation and document preparation; conducts feasibility studies to determine the best alternative and presents results to management; tests material correcting all procedural and logical errors; trains, guides and resolves problems of office support staff on word processing and computer applications; develops and implements new applications to fill changing information needs; may establish schedule and control system access and security.
3. Directs and conducts studies and investigations of problems affecting operations; prepares comprehensive reports of findings, analyzes facts and recommends changes in operational programs, policies and procedures; consults with management to recommend the purchase of automated office equipment or automation of manual systems; gathers information on feasibility and discusses results or prepares reports on findings and recommendations; develops and implements new or revised procedures, forms or techniques to ensure smooth transitions.

## OFFICE ADMINISTRATIVE SPECIALIST (Continued)

4. Attends and participates in various staff meetings to keep informed of proposed changes in current policies and legislative activity; gathers background data to assist supervisor in the making of decisions and preparation of speeches, reports and legislative proposals; conducts special projects and research studies; prepares detailed, factual reports.
5. Acts in a liaison capacity between sections and divisions in the promulgation and interpretation of programs, policies and procedures; coordinates the operations of a particular section with other sections and divisions; prepares and transmits instructions and directives regarding changes or clarification of policies and procedures; prepares correspondence or confers with governmental officials and the general public on matters regarding agency programs and operations.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to two years of secretarial/business college and two years of office experience, or completion of high school and four years of office experience, or four years of independent business experience.

Qualifying state employees, in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

Knowledge, Skills and Abilities

Requires thorough knowledge of office practices and procedures.

Requires thorough knowledge of composition, grammar, spelling and punctuation.

Requires extensive knowledge of the logic of computer language programs.

Requires extensive knowledge of arithmetic computations.

Requires extensive knowledge of manual and automated office equipment.

Requires working knowledge of agency programs, rules and regulations.

Requires ability to instruct, guide and train others.

Requires ability to establish and develop written instructions and procedures.

May require licensure as a notary public.

May require possession of an appropriate valid driver's license.

May require skill in keyboarding accurately.

May require skill in taking and transcribing dictation accurately.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.