

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

OFFICE SPECIALIST

POSITION CODE: 30080

Effective: 06/01/2015

DISTINGUISHING FEATURES OF WORK:

Under general direction, performs complex, specialized paraprofessional or technical functions requiring substantial originality, responsibility and technical knowledge and understanding of the agency program and/or applications; presents complex ideas in a clear and concise manner, explains rules, regulations and procedures and makes decisions concerning unusual or unique situations or problems based on general guidelines or previous decisions where interpretation and judgment is inherent in work performed; may serve as a designated lead worker of office support staff involved in complex, specialized clerical and paraprofessional/technical work or a large group of office support staff involved in difficult and responsible clerical work.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As a paraprofessional, assists in a regulating, monitoring and controlling program or client service program provided by the agency; performs a variety of paraprofessional duties in the flow and processing of information and/or documents concerning a program area; acts as a liaison between vendors, direct service providers, clients or the general public in resolving discrepancies, responding to inquiries and explaining procedures, rules and/or services of the program; gathers information and prepares documents or reports on program activity, compliance, etc.; receives and evaluates documents, licenses, permits or contractual agreements to determine acceptability or conformance to eligibility requirements according to rules and regulations, statutes, program policy and procedures; may certify documents signed by others with public notary seal; prepares letters, audits, etc., to obtain additional information or initiate noncompliance activities; develops evaluating and monitoring procedures for program area.
2. Functions as a computer system coordinator; monitors system activity; resolves technical word processing program issues or problems; performs the full range of system coordinator activities, e.g., system back-up procedures, space allocation, creating and maintaining libraries and glossaries, formatting disks; maintains system security measures including operator identification numbers and passwords; assures profiles are current; performs minor repairs or contacts vendors; trains new personnel and provides guidance in computer system operation and program application; updates system users in new system and office procedures; develops training manuals.
3. Serves as a designated lead worker of lower level support staff engaged in complex, specialized clerical and paraprofessional/technical work; exercises limited supervisory responsibility; provides training, develops training manuals and provides on-going consultation and guidance on office practices and procedures; keeps support staff up-to-date on policy and procedure changes; screens incoming work and sets priorities in order to maintain a smooth flow of work assignments; monitors projects for completion by due date; maintains and prepares reports on unit work activities; monitors work performance and advises the supervisor concerning performance of assigned staff.

OFFICE SPECIALIST (Continued)

4. Develops complex, multi-program (database, spreadsheet and word processing) record and report applications requiring an extensive understanding of the application programs or procedural command languages; reviews data job in order to design spreadsheets, database and/or word processing systems/applications to generate documents and reports; develops complex macros and writes standard query language commands for spreadsheet or database manipulation; tests applications for accuracy and reliability; performs back-up procedures to ensure data is maintained in database; confers with and receives advice from technical staff in developing highly complex automated procedures and program applications.
5. Performs other duties as assigned or required 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 one year of office experience, or completion of high school and three years of office experience, or three 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 classification.

Knowledge, Skills and Abilities

Requires extensive knowledge of office practices and procedures.

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

Requires extensive knowledge of arithmetic computations.

Requires extensive knowledge of the logic of computer language/programs.

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.