



Office Support Specialist

Department	Human Services	Classification	Grade 7
Reports to	Human Services Supervisor I (1) Financial Assistance Supervisor I (2) Transit Coordinator (1) Human Services Director	Unit	Local 320 Teamsters
		FLSA Status	Non-Exempt
Supervises	N/A		

Position Description

Provide administrative office support, record keeping, and internal and external customer service.

Essential Duties and Responsibilities

Income Maintenance

- Respond orally and in writing to general inquiries based on knowledge of previous situations and knowledge of agency programs, policies and procedures.
- Ask questions to determine clients' needs and direct clients to the appropriate staff member.
- Provide clients with information on other community resources.
- Assist clients in the proper completion of program forms.
- Respond to requests for information or questions from other employees by personal contact, phone or e-mail.
- Type and edit materials using knowledge of procedures to determine the correct format, and questions the author if something is missing or incorrect.
- Compose form letters or other routine correspondence.
- Type and/or prepare special reports using knowledge of specialized software programs.
- Assemble and send application materials, attachments and other forms based on knowledge of standard agency procedures.
- Code, record, match, post, tally, verify and/or correct data in order to maintain accurate records and mailing lists.
- Maintain administrative or fiscal data and assist in preparing reports.
- Sort and distribute incoming mail and collect and prepare outgoing mail.
- Maintain adequate inventory of office supplies and forms required for agency operation.
- Enter information into and retrieve information from databases.
- Assist in training of new office support staff.
- Process Medical Assistance (MA) mileage reimbursement.
- Perform bank reconciliation.
- Regular attendance on the job.
- Perform other duties as assigned.

Transit

- Type and edit materials using knowledge of procedures to determine the correct format, and questions the author if something is missing or incorrect.
- Compose form letters or other routine correspondence.
- Maintain Volunteer Driver Program Applications and Records.
- Calendar incoming Volunteer Driver requests.
- Support Dispatch as assigned.
- Effectively work from multiple locations.
- Regular attendance on the job.
- Perform other duties as assigned.

Qualifications and Knowledge, Skills and Abilities

Minimum Qualifications

- High school graduate or equivalent
- 2 years clerical/administrative work experience
- Successful completion of a Child Protection Background Check (M.S. 299C.60 - 299C.64, as amended) and Predatory Offender Registration Check and Sexual Exploitation Background Check (M.S. 604.20 - 604.205, as amended)
- Obtain Notary Public Certificate within 6 months of hire

Knowledge, Skills and Abilities

- Knowledge: Office practices, procedures and technology. English grammar, punctuation and vocabulary. Basic math. Agency programs, procedures and policies. Special computer software. Record keeping systems in order to maintain administrative and fiscal data and to prepare reports. Other community resources sufficient to be able to refer clients when needed
- Skills: Microsoft Office Suite (Word, Excel, Outlook). Time management. Customer service. Effective communication, both orally and written. General office equipment.
- Abilities: Make office deliveries, attend trainings/meetings, on an as needed basis via a reliable means of transportation. Establish and maintain effective working relationships. Demonstrated ability to follow established procedures and directives. Operate a variety of office machines. Organized. Type accurately at a satisfactory rate of speed. Maintain confidentiality. Handle multiple tasks.

Preferred Qualifications

- Work experience using Microsoft Word, Excel
- Work experience using a document management system (scanning, indexing)
- Work experience in a professional office customer service reception desk both in person and on multiple phone lines
- Post-secondary education in administrative/clerical course work or related field
- Work experience interacting with and providing customer service to individual from a variety of cultural and ethnic backgrounds

Physical Requirements

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Note (Management Right)

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. The County retains the discretion to add or change the contents of this position description at any time.

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