

STAFF SERVICES SPECIALIST

DEFINITION

Under general supervision, a Staff Services Specialist performs a variety of technical administrative duties in support of facilities management, budget, administrative functions, or department projects, or programs that require a thorough knowledge of the terminology, procedures, and practices for the assigned functional area. Areas of responsibility include, but are not limited to: researching, compiling, and reviewing data and information; processing financial and administrative records; creating and maintaining reports, records, spreadsheets, and files; coordinating technical administrative support services activities involving facility/fleet maintenance, office moves/setups (including telecommunications and information technology changes), program evaluation for funded programs; and participating in special projects, studies, and presentations.

DISTINGUISHING CHARACTERISTICS

The work performed emphasizes decisions, processes, and procedures that require incumbents to use substantial independent judgment within established laws, regulations, policies, and/or guidelines. Incumbents must apply a thorough knowledge of applicable laws, regulations, policies, and procedures in order to make both routine and non-routine decisions. When encountering a new or unfamiliar problem, incumbents are expected to evaluate the problem based on their knowledge and experience, and determine the appropriate course of action within their range of authority.

REPORTS TO

Social Services Director or Program Manager

CLASSIFICATIONS DIRECTLY SUPERVISED

May provide work coordination and direction for other office support staff.

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EXAMPLE OF DUTIES

- Reviews reports, logs, and other documents; obtains and compiles fiscal, statistical, and administrative data and information from multiple sources; tracks and maintains data and prepares summaries and reports for management; notes trends and areas of concern; provides comments and/or recommendations regarding policy, procedure, staffing, program, or organizational changes.
- Initiates and submits required documentation to purchase equipment, supplies, and other items within an established budget.
- Participates in departmental meetings; participates on committees and task forces to share information with other agencies or departments; contributes information and suggestions regarding how to improve the efficiency and effectiveness of assigned responsibilities.
- Reviews, verifies, and processes documents related to department activities including budgets, contracts, grants, claims, legislation, purchasing, and other specialized documents based on area of assignment.
- Participates in conducting surveys and studies; performs research to track administrative, fiscal, personnel, and operational performance.
- Maintains routine and complex administrative, accounting, personnel, payroll, and/or fiscal records.
- Answers questions and provides information to the public, contractors, and vendors; assists in the investigation of complaints and recommends corrective action as necessary to resolve complaints.
- Prepares presentations, general and technical correspondence, and promotional materials; develops forms, tracking systems, databases, and spreadsheets.
- Tracks progress of projects, payments, expenditures, and reimbursements.
- Assists in the administration and coordination of special events, training, programs, or projects; assists in coordinating municipal activities among County departments and/or other organizations.
- Interprets general or program specific policies, procedures, rules, regulations, contracts, and/or labor agreements.
- Provides liaison and staff support to committees, commissions, and department management.
- May supervise the work of subordinate clerical or para-professional support staff, with responsibility for assigning, reviewing and evaluating their work, and initiating appropriate corrective action when needed.
- Distributes assignments to co-workers, subordinates, contractors, and others; functions as a program to project coordinator with delegated authority to direct the work of staff in a non-supervisory capacity.

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EXAMPLE OF DUTIES (continued)

- Prepares and distributes written procedures and other informational materials pertaining to area of assignment; may provide training to groups and individuals regarding procedures and information.
- Performs or coordinates technical administrative activities and projects.
- Performs other duties as assigned

TYPICAL PHYSICAL REQUIREMENTS

Mobility to work in a standard office environment; use standard office equipment; physical ability to sit or otherwise remain stationary at work post for long periods of time; manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large documents holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; contact with staff and the public.

MINIMUM QUALIFICATIONS

Knowledge of:

- Technical principles and methods of investigating and resolving administrative problems.
- Fundamental governmental functions and organizations.
- Principles of effective customer service.
- Fundamental arithmetic principles and methods including addition, subtraction, multiplication, division, percentages, and fractions.
- Principles of effective business communication, including the development of correspondence, reports, and presentations.
- Basic principles and practices of fiscal, statistical, and administrative research; principles and practices of effective record keeping.
- Computer equipment and general office software, including word processing, spreadsheet, electronic mail, and database.
- English usage, including correct grammar, spelling and punctuation.
- Fundamental statistical methods.
- Basic techniques of project management.

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Ability to:

- Make administrative decisions and take actions based on the interpretation of laws and regulations as well as operating policies and procedures.
- Prioritize assignments based on broad criteria.
- Gather, tabulate, validate, summarize, and present data in a meaningful way.
- Prepare reports and cost projections using readily available information.
- Operate a personal computer utilizing spreadsheet, word processing, and database software at an intermediate to advanced level.
- Collect, compile, analyze, and present a variety of data in a meaningful way.
- Compose professional quality correspondence and letters.
- Write technically detailed reports; coordinate the efforts of multiple individuals to achieve a work objective.
- Reason logically and methodically.
- Recommend and implement procedural changes/improvements.
- Communicate effectively orally and express ideas clearly.
- Communicate effectively, in writing, using proper English, including grammar, punctuation, and spelling.
- Establish and maintain effective working relationships; act as an effective team player.
- Effectively listen to others, identify, and resolve central problems or issues.
- Work independently and accept responsibility for actions.
- Provide training and guidance to co-workers, subordinates, and other department staff.
- Learn and understand the organization and operations of the assigned area and/or outside agencies.
- Establish priorities, organize work, and meet deadlines.
- Supervise clerical and/or support employees, if required by the position.

TRAINING AND EXPERIENCE

Minimum qualifications for this position are:

Two (2) years of full-time experience performing journey-level clerical, secretarial, or administrative support work.

And

Equivalent of two years (60 semester or 90 quarter units) of coursework in business administration, public administration, personnel, statistics, economics, accounting, or a closely related field from an accredited college or university.

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Minimum qualifications for this position are (continued):

Substitution: Additional experience forming routine or complex clerical duties may be substituted for the required education on a year-for-year basis.

SPECIAL REQUIRMENTS

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.