



Josephine County, Oregon

Human Resources Office

Josephine County Courthouse
500 NW 6th Street Dept 11 / Grants Pass OR 97526
(541) 474-5217 / FAX (541) 474-5218 / TTY (800) 735-2900

POSITION DESCRIPTION

Job Title: Department Specialist
Department: Multi Department
FLSA Status: Non-Exempt
WC Code: 8810
Effective Date: January 1, 1991
Last Revised: April 28, 2017
Pay Grade: A10
Union: AFSCME

SUMMARY

Performs specialized clerical duties to maintain and process records and forms in direct support of departmental programs; answers varied questions regarding departmental policies, procedures and services; does related work as required. An employee in this classification performs specialized clerical functions. Although an incumbent will perform many of the same duties as a Department Assistant, they are also responsible for handling clerical functions requiring a specific knowledge of the departmental operations, policies, procedures, terminology and governing laws. An employee in this classification will be required to utilize discretion and judgment in the application of departmental guidelines and governing laws and regulations to perform assigned tasks. Work is performed under supervision with little or no instruction as to manner of performance. Supervision is not normally a responsibility of positions in this classification.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Illustrative Only. Any single position in this classification will not necessarily involve all of the listed duties below and other positions will involve duties which are not listed. These duties represent the essential functions needed of persons in this classification.)

1. Organizes files and catalogs materials.
2. Gathers data, posts, sorts, checks and maintains records; receipts money.
3. Operates computer to access/update various files and programs; runs/prepares a variety of reports.
4. Types forms, letters, memos, reports and file cards; makes copies.
5. Records information on various forms and documents.
6. Provides assistance to and gathers information from the general public in completing and processing required forms and/or to complete department-related functions.
7. Answers questions and composes correspondence regarding departmental policies, procedures and services.
8. Handles dissatisfied individuals by identifying questions, problems and offering assistance.
9. Assembles or compiles a variety of data from various records for incorporation into reports.

10. Performs moderately complex mathematical computations such as percentages and interest to complete assignments.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory duties.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Considerable knowledge of different filing systems including alphabetical, numerical and chronological; business English, spelling and punctuation; general office practices and procedures; recordkeeping. Some knowledge of the operations, policies, terminology and governing laws of the assigned department. Excellent public relations skills and ability to remain calm, professional and friendly in adverse situations.

EDUCATION AND EXPERIENCE

High school graduation or equivalency; and two years of experience performing clerical work, preferably including experience and/or training in the operation of the particular assigned department; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and ability to perform the above described duties.

JOB IMPACT

The most common consequence of error would involve financial loss due to improper processing of billings and payments and/or maintenance of records; possible litigation; and/or public embarrassment.

TYPICAL PROBLEMS ENCOUNTERED

Problems encountered generally revolve around the interpretation and application of governing laws and regulations in responding to questions from the general public or in completing assignments; and in dealing tactfully and appropriately with the public and/or clients who may be irate or difficult.

JOB CONTACTS

This position generally has contact with the general public; other agencies, including social service, state and federal agencies; and with other County departments.

LANGUAGE SKILLS

Ability to communicate effectively both verbally and in writing; establish and maintain effective working relationships with other employees and the public; read and interpret documents such as operating and maintenance instructions, and procedure manuals; write routine reports and correspondence; and communicate effectively.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITIES

Ability to exercise initiative and judgment in completing tasks and responsibilities; solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; and interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES

Organize, file and retrieve materials and documents; deal courteously and tactfully with the general public; make moderately complex mathematical computations and tabulations with speed and accuracy; establish priorities and organize own workload; retrieve data from records, keep and arrange it for statistical and other reporting purposes; research problems, determine source of error and correct; understand governing regulations of assigned function; use independent judgment in making decisions within prescribed policies and procedures; maintain confidentiality. The operation of standard office equipment, including the operation of a computer to update/access files; typing; word processing.

CERTIFICATES, LICENSES, REGISTRATIONS

None

BACKGROUND INVESTIGATION

Those employed in this position may be subject to pre-employment drug testing/physical examination and a background investigation, including criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification. May be required to pass and maintain Criminal Justice Information Systems (CJIS) security clearance.

WORK ENVIRONMENT

Work is performed in an office environment primarily in a sedentary setting. However, some lifting and carrying of boxes containing records is performed and incumbents may be exposed to a wide variety of individuals in varying states of emotional and mental stability often in a confined area. Some walking from office to other departments is performed. Position is impacted by urgent time deadlines, heavy or uncontrollable work flow, uncontrollable interruptions and distractions and need to constantly shift attention caused by mandated deadlines for performing certain steps and inability to predict or control work load; need to make quick decisions and need for extreme accuracy and attention to detail to avoid mistakes that could result in legal action against the department and/or county and repetitiveness caused by standardization of forms and formats.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about work area	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bending forward	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Stoop position - 1 minute plus	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Climbing stairs - 1 floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling - hands & knees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Reaching overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting strength	# of pounds = 25 lbs.			
<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Lifting Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Moving carts, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carry items	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dexterity/Coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Rapid-mental/hand/eye coord.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Operation of motor vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech, Vision & Hearing					
<input checked="" type="checkbox"/>	Distinguish colors	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>		
<input type="checkbox"/>	Distinguish shades	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>		
<input checked="" type="checkbox"/>	Depth perception	Describe: <input type="checkbox"/>	For Driving		
<input checked="" type="checkbox"/>	Ability to hear	Normal Speech Level: Telephone & in person & recordings			
<input type="checkbox"/>	Other Spec. Hearing Req.	Describe: <input type="checkbox"/>			
Exposure - Environmental Factors					
<input checked="" type="checkbox"/>	Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Wet Area/Slippery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Dust	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Chemical Solutions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Uneven Area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ladder/Scaffold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Body Fluids	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>