

City of San José
CLASS SPECIFICATION

Title: Staff Specialist FT/PT (1622/1624)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-exempt

CLASS SUMMARY

Under general supervision, is responsible for paraprofessional administrative work in various areas of public administration. Conducts research and compiles data for general or departmental use; may analyze data and prepare reports. Responds to inquiries and explains policies and procedures to others; suggests changes in procedure or formulation of new procedures as they relate to departmental needs. Reviews records, identifies discrepancies, and researches information. Coordinates the maintenance of files, including automated recordkeeping systems; develops filing systems and procedures for file use; and ensures that documents can be retrieved. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This paraprofessional classification within the Administrative job family is responsible for providing support for assigned public administration tasks. An employee in this class performs a variety of administrative assignments related to the execution of administrative detail, and assisting in departmental administrative service areas. An employee may lead the work of clerical staff, but is primarily an individual contributor with a high level of expertise in generalized office administration. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

The class differs from the next higher class of Analyst I in that incumbents of the latter class regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment, and serve as an executor for an assistant department head, deputy, or other administrator or professional for administrative matters affecting departmental operations. This class differs from Principal Office Specialist in that the latter class performs duties of lesser scope and responsibility, works less independently, and acts as lead for clerical staff.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Two (2) years of undergraduate course work from an accredited college or university (equivalent to at least 60 semester units or 90 quarter units) AND three (3) years of experience in varied office clerical work. The three (3) years of experience must include one (1) year of experience assembling and verifying data for complex reports, records, or databases OR acting as a lead to clerical staff.

Acceptable Substitution

Additional experience assembling and verifying data for complex reports, records, or databases OR acting as a lead to clerical staff may be substituted for the education requirement on a year-for-year basis.

A bachelor's degree from an accredited college or university may be substituted for the required experience.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

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Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Decision Making – Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Flexibility – Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Problem Solving – Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*

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1.	Conducts researches and compiles data for general or departmental use; reviews and coordinates results and provides report information and data to requestor.	Daily/Several Times
2.	Responds to inquiries and explains policies and procedures to others. Suggests changes in procedure or formulation of new procedures as they relate to departmental needs; works with a variety of agencies, other departments and the public to research and communicate information, and may assist in resolving administrative issues.	Daily/Several Times
3.	Responds to routine records/information requests within City guidelines and policies and procedures, provides documents, or refers to higher level staff for requests outside scope of authority, including redaction provisions; maintains a log of information/records released.	Daily/Several Times
4.	Responsible for the maintenance of files, including automated recordkeeping systems; develops filing systems and procedures for file use; maintains automated files; and ensures that documents can be retrieved.	Daily/Several Times
5.	Utilizes a wide variety of computer applications and equipment including, but not limited to, some or all of the following: online computer systems, word processing software, database systems, automated recordkeeping systems, automated tracking programs, spreadsheets, presentation and graphics software.	Daily/Several Times
6.	Provides administrative support for division, including the review and preparation of invoices for approval; development of task orders and purchase orders; preparation of travel requests and reimbursement reports, travel arrangements including flights, lodging, registration; may assist in the preparation of Procurement Card (p-Card) statement reports and employee reimbursements.	Daily/Several Times
7.	Serves as primary responder to phone and email inquiries/complaints; provides information and performs active problem-solving for customers; shares issues with other divisions, management, and partners as appropriate; monitors customer service related activity and conducts periodic reviews.	Daily
8.	May act as a lead or supervisor to clerical personnel in administrative support functions, assigning, scheduling and checking work, providing technical direction, determining priorities, and training staff. As a lead, may sign timecards and may give input to the supervisor regarding hiring, promotion, termination and discipline of employees; drafts and participates in performance appraisals.	Daily
9.	Participates in analyzing the organization, administration, and functions in a department or large program; and revises/develops forms, records, filing systems, and procedures. Creates various templates to standardize documents and minimize process for easy information retrieval of information/records released.	Weekly
10.	Procures supplies and equipment for assigned organizational unit; conducts unit inventory and control; conducts study of space needs and utilization.	Weekly

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11.	Participates in preparation of a variety of written materials relative to employee and public information; performs independent research and report preparation; as assigned, may attend meetings or conferences in place of supervisor.	Weekly
12.	Acts as liaison; tasks include drafting the Council and/or Committee Agenda and meeting with the Council and/or Committee Chair to review the Agenda; working with department heads and external partner agencies to schedule presentations; following up on questions raised during Council and/or Committee meetings and posting the meeting minutes.	Weekly
13.	Organizes and arranges special events or activities including planning with appropriate staff, arranging catering, entertainment, decorations, lodging, vehicle reservations, staffing, and related matters.	Weekly
14.	Schedules meetings; reserves rooms; coordinate events and requests for interpreter services; sets-up a variety of equipment used for presentations, webinar or workshops, like a laptop computer, projector and recorder including sound and audio device and slide gears; registers staff for trainings; makes travel arrangements; reviews travel requests in compliance with City procedures.	Weekly
15.	Participates in budget preparation; reviews and analyzes data of operating departments, such as staffing and equipment requests.	Weekly
16.	May assist in the preparation and coordination of RFPs, contracts, grants or other budget related duties.	As Required
17.	Performs other related duties as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY Created 3/80, Rev. 1/84, Rev. 11/97, Staff Specialist Rev. and Ret. 9/01 (formerly Staff Technician), Rev. and consolidation 03/19; Rev. 01/20 s003