

## **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.

### **DISTINGUISHING CHARACTERISTICS**

Staff Services Specialists 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. 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. However, these types of decisions and actions do not require complex analytical skills or methods, nor do they typically have significant strategic or policy impact. Instead, incumbents primarily support day-to-day departmental and/or program operations; and the scope, scale, and complexity of their work is limited.

### **SUPERVISION RECEIVED AND EXERCISED**

Assignments may include the supervision of subordinate clerical and/or support staff; however, supervision is not a critical allocation factor but rather an ancillary responsibility.

### **EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

- 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 or project coordinator with delegated authority to direct the work of staff in a non-supervisory capacity
  - 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.

**For Support Services Option (in addition to the general duties):**

- Coordinates technical administrative activities involving facility/fleet maintenance, office moves/setups (including telecommunications and information technology changes), safety and incident reporting, and storekeeping/records management
- Receives and prioritizes information on safety and maintenance issues from various sources such as incident reports, hazard reports, service complaints, and/or maintenance requests
- Coordinates services and repairs with maintenance staff and/or vendors; conducts inspections, investigations, or interviews as needed to identify problems
- Locates and obtains required resources to resolve problems and ensures that proposed solutions comply with established laws, regulations, policies, procedures, and guidelines
- Responds to facility-related emergencies
- Obtains and evaluates cost estimates/bids from vendors and makes recommendations to management
- Drafts and/or designs proposed space configurations (e.g., electrical outlet and network drop placements, furniture placement and configuration, equipment placement)
- Plans and facilitates the relocation of individual personnel and/or department locations; coordinates needed assistance for staff or office moves, including information technology, communications, and professional movers
- Creates, maintains, and monitors facility related agreements and contracts with outside vendors and contractors; monitors vendor/contractor/landlord performance, ensuring discrepancies or problems are resolved and work is done in accordance with contractual requirements
- Acts as the departmental or agency-wide safety representative/coordinator; issues safety tips to staff, reviews and prepares safety policies, provides training to site safety coordinators, and ensures that safety-related reports and documentation are correct and timely.

**For Program Services Option (in addition to the general duties):**

- Researches and develops public information and educational materials; participates in community outreach efforts to publicize department programs
- Develops and compiles training materials; trains extra-help staff and volunteers
- Collects, compiles, and tracks data, including caseload data, and provides data summaries, reports, and/or recommendations for program improvement

Performs related duties as assigned.

**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

**For Program Services Option (in addition to the general KSAs):**

- Laws, regulations, and terminology related to program(s) in area of assignment.
- Community outreach and public relations practices and techniques
- Programs available to client population served by the department

**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
- Read, understand, interpret and explain complex policies, regulations, legislation, and operating procedures
- 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
- Supervise clerical and/or support employees, if required by the position
- Learn and understand the organization and operations of the assigned area and/or outside agencies
- Establish priorities, organize work, and meet deadlines

**For Support Services Option (in addition to the general KSAs):**

- Identify and resolve complex facility issues such as building repairs/improvements, plumbing, temperature control, pests, and safety
- Recognize issues that pose a threat to the safety of individuals or the security of facilities

**For Program Support Services Option (in addition to general KSAs):**

- Make presentations and promote programs
- Develop and present training materials

**Ability to:**

Maintain confidentiality as required.

**EXPERIENCE AND TRAINING GUIDELINES:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

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

And

**Education:**

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.

Depending on the assignment, experience involving support services, personnel services, program services, or another specific type of administrative service area may be desirable.

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

**Other Information:**

Some positions in these classifications may require possession of a valid California driver license. Employees who drive on county business to carry out job-related duties must possess a valid California driver license for the class of vehicle driven and meet automobile insurability requirements of the county. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Classification Code:	0476111
Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	338