Civil Division: Oneida County Government, Schools
Jurisdictional Class: Competitive
EEO Category: Administrative Support
Revised: 08/23/07

HEAD OFFICE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class performs highly difficult, complex and responsible office and clerical work. The work calls for frequent exercise of independent judgment in giving out information regarding departmental policies and practices, and in planning office activities. Duties in this class involve public contact, and/or work of a confidential nature. Employees work under general supervision, receiving detailed instructions only for work where policies have not been determined. Only unusually important or complicated completed assignments are checked in detail. Employees exercise immediate supervision over the work of subordinates. Head Office Specialist is distinguished from Principal Office Specialist by the fact that the incumbent in this class is experienced in the supervision of others in performing office and clerical tasks. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)
Assists an administrative official through the performance of assigned tasks;
Supervises, assigns, guides and reviews the work of subordinate staff;
Collects, prepares and/or maintains information and summaries for reports, agency records, memoranda and other materials;
Maintains and oversees the operation of administrative and office file systems;
Maintains the order, accuracy and timeliness of office staff and their work output;
Assists in the training of new office staff;
Operates various types of office equipment;
May record and prepare records of discussions, informal conferences and board meetings.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of rules, regulations, procedures and policies of office to which assigned; good knowledge of business arithmetic and English; good knowledge of word processing programs used to produce letters, reports, documents, etc. on a computer; working knowledge of routine administrative tasks; good supervisory skills; ability to plan, assign and supervise the work of others; ability to understand and follow complicated oral and written directions; ability to type accurately at an acceptable rate of speed; ability to develop effective working relationships and to deal diplomatically with the public; initiative; integrity; good judgment.

continued…

MINIMUM QUALIFICATIONS: Either:

((A) Graduation from a regionally accredited or New York State registered college, business college, or secretarial school with an Associate Degree in secretarial science, office management, office technologies, word processing, business administration, business management, communications or a related field **AND** three (3) years of experience* in the performance of office and clerical tasks, which shall have involved typing/keyboarding, one (1) year of which includes supervisory experience; **OR**

(B) Graduation from high school or possession of a high school equivalency diploma **AND** five (5) years of experience* as defined in (A) above, one (1) year of which includes supervisory experience.

***** Successful completion of college level coursework beyond those stated in the minimum qualifications in a closely related field at a regionally accredited college or university, or one accredited by the New York State Board of Regents to grant degrees, may be substituted for work experience as follows: thirty (30) semester credit hours is equivalent to one (1) year of work experience, sixty (60) semester credit hours is equivalent to two (2) years of work experience.

NOTES:

1. Verifiable part-time experience as defined in (A) above will be pro-rated toward meeting full-time experience requirements.
2. All applicants who pass the written exam must also pass a typing/keyboarding performance test at 35 wpm.

Title change from "Principal Stenographer":		04/02/07
"Principal Stenographer"	Adopted:	08/08/90
	Revised:	10/08/91, 05/28/93, 10/19/95, 11/24/97

Title in promotional series: Office Specialist I, Office Specialist II, Senior Office Specialist I, Senior Office Specialist II, Principal Office Specialist, Head Office Specialist