



CITY OF BRANSON - POSITION DESCRIPTION
OFFICE SPECIALIST II



Grade: 21C
FLSA Status: Exempt
Department: Fire

POSITION SUMMARY: The Office Specialist II position is distinguished by providing supervision to other clerical staff and/or independently performing specialized program duties. This includes administrative duties, fiscal processing, customer service, and managing office activities for the Fire Department. The employee in this position is expected to perform a varied range of clerical and specialized activities of a moderately difficult to complex nature, work from general directions within a broad scope, and exercise independent judgment and initiative when performing duties that impact program success. Work is performed with limited supervision with work reviewed for results achieved. This position is supervised by the Assistant Fire Chief.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position requires a regular and consistent physical presence, at the approved time, at City of Branson fire facilities. The duties and responsibilities required of this position include the following:

1. Behaves in a manner that promotes a productive, healthy, safe and positive work environment by:
 1. Depicting trustworthiness through integrity, truthfulness, consistency and honesty, and while protecting confidential information as necessary;
 2. Creating and maintaining positive relationships at all levels by treating others with courtesy, and respect and in a conflict-free professional manner;
 3. Taking into consideration the effects on others, on costs, and on intended outcomes of decisions and actions taken;
 4. Upholding the public trust by being safe, enforcing safety, and working promptly, diligently and with a focus on quality;
 5. Showing impartiality and equity toward others, and not using job responsibilities to provide nor elicit special favors, and by not making promises that conflict with job duties and responsibilities;
 6. Adhering to all policies, laws and regulations as applicable to the role and to being a citizen.
2. Follows the legal and ethical direction of supervisor(s).
3. Performs various clerical duties such as typing correspondence, forms, reports, emails, and other documents from handwritten rough drafts, print copy, or machine dictation. Takes and transcribes minutes of meetings.
4. Answers the telephone using multi-line systems, routes calls; and when staff is unavailable or the caller needs more immediate assistance, accurately records messages and ensures appropriate staff receive messages, or routes callers to next available personnel for assistance.
7. Prepares and reviews the processing of purchase orders, requisitions, invoices, vouchers, materials receipts, transfer invoices, maintenance and project cost records, equipment use records, payroll, time sheets or other records and processes contractual benefits and wage steps.
8. Assists with development of and maintaining department budget by: reviewing budget requests, tracking expenditures, developing and maintaining own work unit budget and determining fund balances; providing timely reporting and accurate completion of required documentation for budgetary, program enhancement, or statistical justifications for service modifications or improvements.
9. Receives, records, and makes deposits of money.

10. Checks forms for proper coding, classification, mathematical accuracy, and compliance with procedures.
11. Establishes and maintains professional relationships and high customer service level with department staff at all levels throughout department and city, city officials, community groups, outside agency staff, and the public.
12. Participates in selection processes and makes recommendations on subordinate hiring decisions; assesses staff development needs and provides or makes recommendations for staff training; supervises subordinate staff member(s) with respect to accountability for performance and behavior including approval of leave, discipline of employees, staff development functions, completion of performance appraisals, and other personnel related functions.
13. Uses a variety of network based computer programs on a daily basis: includes Microsoft Office programs, accounting software for payroll and personnel processes.
14. Oversees the maintenance of a wide variety of files and records, including retention and removal, maintenance and archiving, and accurate data entry into automated information systems.
15. Develops a variety of long and short term goals and objectives for assigned sections and functions; coordinates work flow, sets deadlines, monitors project status, reviews completed assignments, and delegates tasks to clerical support staff; maintains accountability for the timely completion of assigned duties with minimal supervision and performing work with accuracy.
16. Performs one or more program-specific duties of considerable impact or visibility such as scheduling inspections, monitoring record keeping of complex capital improvement projects and vendor contracts.
17. Coordinates staff reports for city council agenda.
18. Performs all duties as assigned to the Office Assistant I classifications.
19. Must adhere to and follow City and department policies and procedures at all times while at work.
20. Other duties as assigned by supervision.

KNOWLEDGE, SKILLS, AND ABILITIES

*Any combination of education, training, and experience providing the following knowledge, skills, and abilities.

- Knowledge of general principles and practices of employee supervision.
- Knowledge of general office practices, procedures, and services of the Fire Department.
- Knowledge of modern office machines, office practices, business correspondence formats, standard English usage, accurate grammar, spelling and punctuation.
- Knowledge of accounting, bookkeeping, project accounting.
- Knowledge of various types of computer software including Microsoft Office.
- Ability to communicate effectively in English both verbally and in writing and maintain appropriate level of confidentiality for both written and verbal information.
- Ability to use various types of computer software (including Microsoft Office) and hardware. word processing, database, and spreadsheet operations to create detailed reports, statements and presentations.
- Ability to plan, coordinate and monitor activities and projects and take appropriate initiative in completing work by setting priorities and meeting deadlines while handling stressful situations in a calm, orderly and accurate manner.
- Ability to read, understand, use independent judgment, and interpret a variety of information and also remember and recall details to provide customer and staff with appropriate information.
- Ability to deal professionally, effectively and courteously with associates and the general public.
- Ability to type rapidly and accurately.
- Ability to follow oral and written instructions including accurately and efficiently carrying out set procedures and preparing and presenting both written and verbal reports.
- Ability to handle a large volume of public contact, including difficult situations, in a pleasant and efficient manner.
- Ability to manage the budget within assigned unit/division, determine allocation of budget among divisions, and make recommendations that impact the budget.
- Ability to create and guide implementation of capital improvement plans or programs.
- Ability to initiate and track contracts with vendors.

- Ability to account for inventory/property management, prepare and/or process purchase orders, and accept, receive, and/or collect payments.

PHYSICAL DEMANDS

The physical demands and working environment, which follow, is representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to fully perform the essential functions of their positions; but even with any such accommodation, the employee must be able to perform all essential duties in a manner that does not endanger his or her health or safety or the health or safety of others.

While performing the duties of this position, the employee must be able to talk, hear, see, sit, stoop, bend and reach to both ground level and overhead; hold and grip objects. The employee may be required to lift/move/carry up to twenty-five (25) pounds; have the ability to multi-task when dealing with phone, computer inquiries and physical interruptions. Must be able to operate basic office equipment, ie: copier, scanner, computer keyboard, mouse and other computer technology required for job duties. Specific vision abilities required by this position include close vision, peripheral vision and the ability to adjust focus.

WORKING ENVIRONMENT

While performing the duties of this position, the employee is primarily indoors with heating and cooling regulated in a general office environment. The noise level in the work environment is usually low.

MINIMUM REQUIRED EXPERIENCE, EDUCATION AND TRAINING

- A High School graduate or GED equivalent is required.
- Graduation from a program, college, university, or institution of higher learning regionally accredited through the U.S. Department of Education through one of its regional accrediting agencies with an Associates or Bachelor's degree in Business Administration, Office Management, or closely related field is required.
 - Seven (7) or more years of administrative support experience may be considered in lieu of degree requirement.
- At least three (3) years of Office Administrative experience is required.
- Possession of a valid Motor Vehicle Operator's license is required.
- Additional licenses or certifications may be required for this position.

PREFERRED EXPERIENCE, EDUCATION AND TRAINING

- At least one (1) year of supervisory experience is preferred.
- National Career Readiness Certificate is preferred.

MISCELLANEOUS REQUIREMENTS

- Must be at least 21 years of age.
- Must be highly engaged in the department's goals and be able to work cooperatively with Fire's leadership in achieving those goals.
- Must possess a high degree of integrity, strong work ethic and ability to work independently with minimal supervision.
- Must demonstrate excellent customer service to those of internal or external to the department.
- Must be insurable under the City of Branson's motor vehicle coverage when operating a vehicle as a part of the position
- Must act safely and follow safety standards while at work.
- Must be able to pass a background investigation and drug and alcohol screenings.

- Must fulfill I-9 identification requirements within the guidelines set forth by the Department of Homeland Security through the E-Verify system.