



CLASS SPECIFICATION

Class Code: DSS
Date Est: 08/2019
Last Rev:
Last Title Chg:
FLSA: Non-exempt
Probation: 12 Months

DISTRICT SUPPORT SPECIALIST

DEFINITION

Under general supervision, performs general clerical duties; coordinates designated programs for the District; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of clerical experience; providing and receiving information on a daily basis, and the use of standard Microsoft Office Suite applications (Word, Excel and Outlook at a minimum) in performing daily clerical duties and department specific functions; including six months of full-time experience in program administration; OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Receive calls and visitors; respond to general requests for information from the public; interpret basic services, policies, rules and regulations in response to inquiries; assist in the resolution of concerns; refer inquiries to appropriate staff; route calls and take messages as appropriate.

Compiles information and prepares, proofreads, maintains and distributes various records and reports, correspondence, and public records requests using a variety of specialized software.

Participates in the planning, organization, implementation and coordination of various projects and events by planning, managing resources and maintaining databases of information.

Participates in recruitments, interviews and screening of volunteers, conducts background reviews, and refers potential volunteers to a specific unit or program area.

Coordinates orientation for volunteers; provides information regarding policies, procedures and regulations and conducts informational or training sessions as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Pertinent federal, state and local laws, codes, ordinances and regulations.

District, County and department policies and procedures.

Management information systems and software specific to the District.

Methods of preparing and processing various records, reports, forms and other documents specific to the department or program.

Goals, objectives and guidelines for assigned programs.

Terminology, principles and practices specific to position and the District.

Ability to:

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

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Utilize unique agency equipment and software.

Interpret and apply regulations, policies and procedures.

Participate in the development and implementation of program components and services.

Recruit and train volunteers.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Modern office practices and technology.

Methods and techniques used in data collection and report preparation.

Microsoft Office Suite applications and standard computer software applications.

Principles and practices of record keeping.

Methods and practices for recruiting and interviewing

Ability to:

Perform detailed clerical work accurately.

Learn specialized processes, procedures and office support tasks related to the department.

Multi-task, prioritize and independently organize own workload.

Maintain accurate records and files.

Collect, verify and enter data; present information and data in report format.

Communicate in a clear, concise manner both orally and in writing, tailoring the message to the intended audience.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Use personal computers and software applications.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to work in a standard office environment and use standard office equipment. Ability to lift and carry objects weighing up to 10 lbs. Ability to occasionally work outdoors.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.