



## CLASS SPECIFICATION

Class Code: 18757  
Date Est: 08/2019  
Last Rev: 12/2020  
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.

Coordinates recruitments, interviews and screening of volunteers.

Coordinates orientation for volunteers; provides information regarding policies, procedures and regulations.

#### **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.

Assist with budgeting through data entry and expenditure tracking.

**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.

Coordinates volunteer 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.

Track contract/agreement/permit timelines regarding expiration and renewal needs.

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.*