



WORKING TITLE: OFFICE SPECIALIST II	CLASSIFICATION: OFFICE SPECIALIST II
DEPARTMENT: DISTRICT ATTORNEY	DIVISION: SUPPORT ENFORCEMENT
PAY RANGE: OPEU 7	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: MARCH 2021

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

This position is responsible for the reception desk and multi-line phone system, filing, photocopying, data entry on specialized computer case management system, clerical support for the Support Enforcement office employees, computer generation of documents, and file management.

SUPERVISION RECEIVED:

Works under the general supervision of the District Attorney or their designee and the Program Supervisor.

SUPERVISION EXERCISED:

Supervision is not a responsibility of this class; however, an experienced employee in this class may provide on-the-job training and orientation to a new employee in this or a lower level class.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- **Greets the general public in person and on the telephone**
 - Operates the front desk and multi-line phone system. Receives calls from the public or other parties and routes those calls to the appropriate individual.
 - Greets the public at the front counter and provides assistance as needed.
- **Performs computer input & related research**
 - Updates electronic case management systems (ORIGIN)
 - Forwards emails from the family support box to the assigned case manager.
 - Contacts case parties and/or employers to verify address and other case information.
 - Composes correspondence as assigned.
 - Prepares statistical reports as required.
 - Files appropriate legal documents in office files on a daily basis.
 - Returns closed files to appropriate location.
- **Responsible for File Preparation and File Return**
 - Take action to initiate service of legal action to parties.

- **Responsible for Processing Incoming Mail**
 - Scan and upload all mail to correct case.
 - Task the assigned case manager to review and upload documents.
- **Enters discovery invoices accurately and appropriately sends discovery billing in a timely manner.**

JOB SPECIFICATION

KNOWLEDGE OF:

- Office procedures and alphabetical filing.
- Confidentiality rules, especially those specific to program area.
- Appropriate Agency partners and community resources.

SKILL IN:

- Organizing materials and documents.
- Developing and maintaining professional relationships.
- Communicating, both orally and in writing.

ABILITY TO:

- Respond to general & specific questions regarding the Support Enforcement Office inclusive of the ability to accurately provide information about case status and refer to appropriate program partners.
- Effectively interact with persons in difficult and stressful situations.
- Maintain cooperative professional relationships with customers, peers, supervisors, managers, and the community in general.
- Write concisely and perform administrative tasks, including documenting via electronic systems.
- Operate in the Microsoft Windows environment inclusive of using Excel, database management and record keeping programs.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

High school diploma and one year related clerical experience. Experience in a Legal Office is preferred.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

May be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer, telephone and other

office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds.

Contact with the public in office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.