

Office Support Specialist

Dept/Div: HHS

FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate administrative support work providing administrative support to department staff, receiving and processing incoming calls and visitors, preparing and maintaining records and files, typing a variety of documents, preparing reports, and related work as apparent or assigned. Work is performed under the moderate supervision of the Financial Assistance Supervisor II or Child Support Supervisor.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Acts as receptionist; greets visitors; directs visitors to appropriate party.
- Handles inquiries or complaints from the public in person or by telephone; forwards calls to appropriate party.
- Provides information on agency services and application process; provides clients with information on other community resources.
- Assists the public with the completion of standardized records or documents.
- Enters a variety of data into computer; verifies statistical and other records for accuracy and completeness; enters and retrieves sensitive and restricted information into computer system.
- Types and edits a variety of documents including correspondence, forms, reports, purchase orders, requisitions, and related documents, etc. where a knowledge of format and presentation is necessary.
- Prepares, opens and maintains a variety of office files, accounts, service of process and other records.
- Receives, sorts, processes and distributes incoming and outgoing mail.
- Operates a variety of standard office and computer equipment.

Knowledge, Skills and Abilities

General knowledge of standard office and receptionist procedures and the operation of a multi-line phone system; video conferencing, postage machine, POS system, APP Extender; general knowledge of departmental programs and policies; ability to speak clearly; ability to understand and follow written and oral directions; ability to operate standard office, word and data entry equipment; ability to establish and maintain effective working relationships with associates and the public.

Education and Experience

High school diploma or GED and moderate experience in office clerical work, customer services, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

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Special Requirements

MN Merit System
Data Privacy and Security Training
IRS Security Training
HIPPA Training
DHS New Worker Training
Valid driver's license.