

### OFFICE SPECIALIST

**DEFINITION:** Under general supervision, performs a variety of office support work of moderate difficulty performing a full range on clerical assignments and resolving problems that are of a non-technical nature; applies specialized functional knowledge to independently analyze and respond to matters within established limits; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.

#### **TASKS:**

Screens telephone calls, routes calls, and takes messages, greets and directs visitors as appropriate; responds to routine questions from the public; directs people to appropriate sources; provides public with specifics such as program information; researches and responds to requests for general information; composes, types and edits correspondence, reports, records and forms; enters and verifies data in a computerized system and prepares reports from personalized data; compiles reports; identifies sources and extracts necessary information; performs specialized calculations.

Arranges meetings and conferences; schedules appointments and interviews; makes travel and lodging arrangements; receives, date stamps, logs in, sorts and distributes incoming and outgoing mail; reviews reports, records, accounts or other documents for completeness, accuracy, and conformity within established procedures; maintains electronic and/or hard copy files; prepares photocopies or facsimiles; processes employee and office forms; tracks and maintains records and status of processes used in department; follows up on processes or items as needed; transcribes minutes of meetings.

Prepares work orders, supply requisitions and related documents within established limits and procedures; obtains appropriate signatures; monitors, orders and maintains office supplies, inventory and equipment; may receive money, prepare receipts of payment and log in money received on financial documents; may coordinate the work of others and train new employees.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of applicable policies, practices and procedures related to work assignment.

Knowledge of basic clerical/office support practices and procedures.

Knowledge of a variety of computer software, word processing, database, and spreadsheet applications.

Skill in preparing a variety of records, reports, correspondence using standard computer software.

Skill in maintaining electronic and/or hard copy filing/records systems.

Skill in operating office equipment, including computer programs.

Skill in following oral and written instructions.

Skill in English composition, grammar, and punctuation.

Skill in basic math, cash receipting and accounting principles.

Skill in establishing and maintaining effective working relationships.

Skill in preparing clear and comprehensive reports.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work is performed in a typical office environment.

#### **MINIMUM QUALIFICATIONS:**

- A high school diploma or GED; supplemented by college courses in general office procedures; and two (2) years general office or related experience.

THE NAVAJO NATION

Class Code: 1366  
Administrative and Office Support Series  
Office Support Group  
Overtime Code: Non-Exempt  
Pay Grade: 58

**OFFICE SPECIALIST**

**PREFERRED QUALIFICATIONS:**

- An Associate's degree in Business or Accounting;
- Proficient in Microsoft Office software or other computer applications.
- FMIS certification.

**SPECIAL REQUIREMENTS:**

- Possess a valid state driver's license.

**Supplemental Information:**

Persons hired in this position must obtain a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.