

# SUPERIOR COURT OF MOHAVE COUNTY

## JOB DESCRIPTION

**TITLE:** Office Specialist  
**OCCUPATIONAL CATEGORY:** Administrative Support  
**DIVISION:** Probation  
**EFFECTIVE DATE:** 8/15/20



**CLASS CODE:** J663  
**FLSA:** Non-Exempt  
**SALARY RANGE:** 11  
**STATUS:** Classified

### JOB SUMMARY

Performs complex advanced level office support and clerical work of a technical and highly responsible nature and may direct other clerical and office positions. This advanced level position requires a thorough knowledge of the entire process of which is part, and the general procedures of other offices and agencies whose work affects the position. These specialized, technical positions are given the general objective of each project and are then responsible for developing procedures and making assignments to accomplish these objectives. Position requires analysis, initiative and judgment to apply practices, regulations and policies to a variety of difficult and varied work situations and to resolve, or recommend solutions, to work problems.

### REPORTS TO:

Work is performed under the direction or general supervision, depending upon assignments, of a higher level of authority.

### SUPERVISION EXERCISED

May exercise technical or functional supervision of subordinates.

### ESSENTIAL JOB FUNCTIONS

*The following examples of duties provide a representative summary of the major duties and responsibilities but are **NOT** intended as a comprehensive list of job functions/duties performed by individuals assigned to this classification. Incumbents may not be required to perform all duties listed and/or may be required to perform additional, position-specific, duties.*

- Maintains, with relative independence in completing assigned tasks accurately and in maintaining standard correspondence, files, and report of assigned area.
- Receives public phone calls. Responds to questions concerning department procedures or directs query to an individual or department as appropriate while providing excellent customer service.
- As assigned, may review work of other staff for conformance to regulations.
- Understands and interprets procedures and practices related to various departmental and assigned programs.
- As assigned, may delegate work assignments, train, monitor, schedule, oversee or directly supervise and review work of subordinate clerical office employees. May assist in interviewing and screening applicants and recommending disciplinary actions. May complete employee evaluations.
- Assists wherever needed to perform duties of department and in giving help in complex situations.
- Helps public with difficult, complex problems.
- Will cross-train with other positions within the department for backup as assigned.
- As needed, composes correspondence and other documents to respond inquiries and to obtain, update or provide information.
- Create, review, and maintain various reports through the use of databases, spreadsheets and various software programs for various County, State and Federal and Accrediting purposes. Researches public and internal records for proper information.
- Keeps time and leave records of division or department.
- Establishes, coordinates and maintains filing systems and indexing and cross-referencing systems for assigned department.
- Follows and adheres to State of Arizona records retention, transfer and destruction schedules.
- Audits incoming and outgoing data for accuracy, completeness and quality. Resolves errors and omissions.
- Compiles and computes data from files and other sources in preparing reports.
- Maintains inventory of materials, equipment, and purchasing records and reports.
- Gathers and prepares materials for special reports, forms, policy formulation and summaries at the request of superiors as assigned.

- Performs research for assigned area.
- Checks frequently against a variety of records in order to secure complete and accurate information.
- Operates common office machines to include computer keyboards and related peripheral equipment.
- Maintains a high level of confidentiality.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.
- Provides back up and assistance to superiors.
- Establishes work procedures and priorities.
- Processes correspondence dealing with legal filings.
- Gives information on problems with court documents.
- Drafts legal documents.
- Prepares procedural instructions for reference.
- Coordinates work between sections and units.

### **SECONDARY JOB FUNCTIONS**

- Performs related work as required.
- Performs special assignments as requested.
- Exercise regular and predictable attendance and punctuality in accordance with Superior Court of Mohave County Merit Rules, Administrative Procedures and Department Regulations.

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### **Knowledge of:**

- Knowledge of Superior Court of Mohave County Merit Rules, Administrative Procedures and Department Regulations.
- Knowledge of procedures, terminology, equipment, accepted or common practices, and policies of the assigned specialized work and the department/area to which assigned.
- Knowledge of English grammar, spelling, punctuation and arithmetic.
- Knowledge of modern office practices, procedures and equipment.
- Knowledge of filing, index and information systems.
- Knowledge of organization of the department.
- Knowledge of applicable rules, laws, regulations and practices.
- Knowledge of courtesy and tact in dealing with the public and public officials.
- Knowledge of computing literacy to include use of electronic spreadsheet and word processing applications.

#### **Skill in:**

- Skill in communicating and maintaining professionalism with the public, co-workers, and work contacts.
- Skill in efficiently operating and utilizing modern office machines as necessary to included computers, copiers, fax transmittal machines, calculators, and related software and peripheral equipment.
- Skill in Microsoft Office software including Excel and Word (be able to do merges in Word and basic spreadsheet functions in Excel).

#### **Ability to:**

- Ability to perform the essential functions of the job specifications with or without a reasonable accommodation.
- Ability to comply with Superior Court of Mohave County Merit Rules, Administrative Procedures and Department Regulations.
- Ability to effectively communicate and establish relationships with the public, staff and work contacts.
- Ability to use good judgment in assessing a situation and responding appropriately.
- Ability to act and communicate in a professional manner.
- Ability to multi-task with a large number of assignments and a variety of situations.
- Ability to effectively perform the responsibilities of the specialty field and the position.
- Ability to exercise courtesy and tact in dealing with the public and public officials and maintain confidentiality.
- Ability to work independently in completing assigned tasks accurately and in maintaining correspondence, files, and reports of the office.
- Ability to organize and prioritize assignments, cope with varying demands and work under pressure with frequent interruptions.
- Ability to analyze information, and interpret and apply technical, legal and departmental information encountered in the performance of responsibilities.

- Ability to develop appropriate, effective and efficient methods of completing assignments through others.
- Ability to follow complex oral and written instructions.
- Ability to supervise, work with and communicate effectively with subordinates.
- Ability to type accurately and at a speed necessary to fulfill job responsibilities.
- Ability to understand complex valuation and taxation structure.

### **WORK CONTACTS**

Regular contact with associate personnel, other county departments, and outside agencies, the general public and others as required during the performance of work assignments to include, but not limited to, providing expectations, coordinating activities, gather required information, respond to inquiries, and resolving complaints.

### **WORKING CONDITIONS/ PHYSICAL REQUIREMENTS**

- May be exposed to potential physical harm, hazardous chemicals and/or infectious diseases.
- Work is subject to varying post and/or job-site assignments and may be subject to irregular work hours/ schedules to include completion of work on holidays and weekends.
- Work may also require traveling.
- May also deal with individuals who may be disruptive, unruly and/or unstable.
- May be required to lift and/or carry heavy, bulky items, equipment, supplies and/or other materials weighing up to 30 pounds.
- Work is performed in an office atmosphere.
- Work is performed at a computer for up to 8 hours a day.
- Work frequently involves the use of telephone.
- Infrequent to frequent standing, walking, crouching, stooping.

### **REQUIRED MINIMUM EDUCATION, EXPERIENCE AND TRAINING**

- High School diploma or GED (General Education Degree)
- Four (4) years minimum progressively responsible advanced administrative and clerical office support; OR
- An equivalent combination of education, experience, and training which provided the required knowledge, skills and abilities may be considered in meeting minimum qualifications.

### **SPECIAL JOB REQUIREMENT**

- Must complete annual training as required by the Committee on Judicial Education and Training (COJET).
- Must possess a valid State of Arizona Driver's License at the start of employment and maintain said license while employed in this position.
- Provide acceptable driving history at no cost to the County.
- Employees are subject to immediate callout when an emergency, disaster or breach of homeland security occurs. Employees shall be available, unless excused, to ensure the court is adequately staffed during and immediately following natural and/or manmade disasters, infectious disease outbreaks, and acts of terrorism. This may require assisting other employees in the work unit in accomplishing assignments as necessary and the working of unusual, long hours over an extended period of time with infrequent breaks or rest periods. An employee who is working with an accommodation must meet with their supervisor and division head to discuss their requirement for response.

### **DISCLAIMER**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is illustrative and representative. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment within the scope of the job specification for the position. The job description does not constitute an employment agreement and is subject to change at any time by the Superior Court. Physical characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.