

**STATE OF OHIO (DAS)**  
CLASSIFICATION  
SPECIFICATION

<b><u>CLASSIFICATION SERIES</u></b> Office Services Specialist	<b><u>SERIES NUMBER</u></b> 1272AG
<b><u>MAJOR AGENCIES</u></b> Attorney General Only	<b><u>EFFECTIVE</u></b> 11/03/2013

**SERIES PURPOSE**

The purpose of the office services specialist series is to perform a variety of duties (e.g., process incoming & outgoing mail; deliver, pick up, move, load & carry mail, messages, office furniture &/or office equipment; receive & distribute stock & supplies to agency personnel; reproduce documents through use of photocopying, or related equipment; operate bindery/finishing equipment; operate all vehicles to transport materials & equipment from one point to another on scheduled statewide or local route for supervisor &/or agency staff.

At the higher level, incumbents act as lead worker over persons or projects.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Office Services Specialist	12721AG	8	11/03/2013

**CLASS CONCEPT**

The full performance level class works under general supervision & requires working knowledge of office services section & federal postal regulations & procedures in order to open, sort, stamp & deliver incoming &/or outgoing mail, deliver, pick-up &/or move office furniture & office equipment, receive & distribute stock & supplies in one -person storeroom or in large central warehouse, maintain inventory, reproduce or film documents & materials, operates bindery/finishing equipment (e.g., paper cutters; standard collating/booklet maker; folder; padding presses), transport materials & equipment, produce basic (i.e., simple, repetitive data which does not involve establishment of document formats or correction of punctuation or grammar) documents (e.g., correspondence; reports; charts; tables; forms; lists; labels); perform clerical duties as assigned.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Office Services Specialist Leader	12722AG	30	11/03/2013

**CLASS CONCEPT**

The full performance level class works under direction & requires considerable knowledge of office services section & federal postal regulations & procedures in order to open, sort, stamp & deliver incoming &/or outgoing mail, deliver, pick-up &/or move office furniture & office equipment, receive & distribute stock & supplies in one -person storeroom or in large central warehouse, maintain inventory, reproduce or film documents & materials, operates bindery/finishing equipment (e.g., paper cutters; standard collating/booklet maker; folder; padding presses), transport materials & equipment, , produce basic (i.e., simple, repetitive data which does not involve establishment of document formats or correction of punctuation or grammar) documents (e.g., correspondence; reports; charts; tables; forms; lists; labels); perform clerical duties as assigned & serve as lead worker.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Office Services Printing Leader	12723AG	30	11/03/2013

**CLASS CONCEPT**

The full performance level class works under direction & requires considerable knowledge of agency printing guidelines & procedures, printing/reproduction processes, & specialized digital printing programs in order to coordinate the accurate completion of printing/reproduction orders; perform clerical duties as assigned & serve as lead worker over persons or projects.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Services Specialist	12721AG	45	11/03/2013	8

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

In office services section, operates postage machines (e.g., postage scale; meter machine; inserter; opener) to process or manually process (e.g., sorts; dates & time stamps; opens; bundles; addresses; registers &/or delivers) incoming &/or outgoing mail to appropriate office &/or picks up mail, parcels &/or messages, prepares ups or express letters or packages, receives & distributes stock, supplies &/or equipment in one-person storeroom (i.e., storeroom with no other employees, including supervisory personnel) or in large central warehouse, operates bindery/finishing equipment (e.g., paper cutters; collating/booklet maker; folder; padding presses); reviews invoices, purchase order codes &/or packing slips to ensure correctness of items & to ensure delivery of accurate quantities, inspects stock for damage & expiration date if applicable, unloads stock, fills orders, delivers stock & stores appropriately, orders supplies &/or equipment, operates photocopy, scanning or other reproduction equipment to produce copies of documents, inspects final product to assess quality, refills/replaces reproduction supplies (e.g., paper; toner) in machines, cleans, adjusts & performs routine maintenance on equipment &/or arranges for major repairs by service representatives. Operates peripheral equipment (e.g., binding machines; microfilm duplicators; microfiche readers) & loads & unloads vehicles & picks up & delivers various materials (e.g., furniture; equipment; packages; record boxes) on scheduled local or statewide route, performs minor repairs on office furniture or equipment or arranges for major repairs by service representatives.

Maintains inventory of office publications, furniture, equipment, supplies & master records; maintains index of microfilm files; receives & distributes office publications; ensures proper maintenance of office equipment; rotates stock for efficient storage; cleans & organizes storeroom; maintains accurate inventory records; proofreads final material for accuracy & completeness.

Performs clerical duties (e.g., acts as receptionist; answers telephone; screens or refers calls & takes messages; sorts & distributes mail; updates & maintains filing system; operates calculator &/or adding machine; maintains record of completed work &/or miscellaneous logs; prepares documents for filming; operates typewriter & word processing equipment & software to produce basic material (e.g., correspondence; reports; charts; tables; forms; lists; labels); enters data to formatted screen to update files & produce letters & proofreads final material for accuracy & completeness).

**MAJOR WORKER CHARACTERISTICS**

Knowledge of office services policies & procedures\*; federal postal regulations & procedures\*; printing procedures\*; inventory control; electronic records storage systems\*; arithmetic to include addition, subtraction, multiplication, division, fractions & percentages; public relations. Skill in operation of postage equipment\*; operation of motor vehicles used for pick up & delivery, reproduction equipment (e.g., photocopiers, microfilm equipment), word processing equipment; word processing techniques & procedures\*; computer entry\*. Ability to sort items into categories according to established methods; arrange items in numerical or alphabetical order; carry out instructions in written, oral or picture form; read short sentences with concrete vocabulary; apply principles to solve practical, everyday problems; gather, collate & classify information about data, people or things; prepare meaningful, concise & accurate reports; copy material accurately & recognize grammatical & spelling errors; accurately complete routine forms & records; read, copy & record figures precisely; deal with problems involving several variables; handle routine telephone &/or face to face contacts; stand, sit, walk or bend continuously; move limbs/fingers easily to perform manual functions repeatedly; lift up to 40 lbs. (e.g., boxes of paper, files).

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, decimals & percentages; formal education in reading, writing & speaking english; 3 mos. Trg. Or 3 mos. Exp. In inventory control; 3 mos. Trg. Or 3 mos. Exp. In operation of reproduction equipment (e.g., photocopiers, microfilm equipment); 1 course or 3 mos. Exp. In using word processing equipment & related software; 1 course or 3 mos. Exp. In public relations; demonstrate ability to lift up to 40 lbs; valid driver's license.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable

**UNUSUAL WORKING CONDITIONS**

May be exposed to loud or constant noise from office machines; may be required to work outside; exposed to weather variations; may be required to work overtime; may be required to travel; required to sit or stand for long periods of time.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Services Specialist Leader	12722AG	45	11/03/2013	30

**JOB DUTIES IN ORDER OF IMPORTANCE** (These duties are illustrative only. Incumbents may perform some or *all of these duties or other job-related duties as assigned.*)

Serves as team leader by providing work direction & training to office services specialist &/or printing operators on daily basis at main office & offices where no higher level direct supervisor/manager is located (i.e., distributes work; trains new personnel; prepares and reviews attendance reports; monitors flow of work through section; ensures timely processing of mail & documents & keeps supervisor apprised of work unit issues).

Operates postage machines (e.g., postage scale; meter machine; folder; inserter; opener) to process or manually process (e.g., sorts, dates & time stamps, opens, bundles, addresses, registers &/or delivers) incoming &/or outgoing mail to appropriate office &/or location; picks up mail, parcels &/or messages; prepares UPS or express letters or packages; loads and unloads vehicles & picks up & delivers various materials (e.g., furniture equipment; packages; record boxes) on scheduled local or statewide route.

Performs clerical duties (e.g., answers telephones; greets visitors; operates copying equipment; assists with supply distribution; assists with mass mailings).

**MAJOR WORKER CHARACTERISTICS**

Knowledge of employee training & development\*; office management; office services policies & procedures\*; federal postage regulations & procedures\*; public relations. Skill in operation of postage equipment\*; operation of motor vehicles used for pick up & delivery, reproduction equipment (e.g., photocopiers, microfilm equipment), word processing equipment; word processing techniques & procedures\*; computer entry\*. Ability to sort items into categories according to established methods; arrange items in numerical or alphabetical order; carry out instructions in written, oral or picture form; read short sentences with concrete vocabulary; apply principles to solve practical, everyday problems; gather, collate & classify information about data, people or things; prepare meaningful, concise & accurate reports; copy material accurately & recognize grammatical & spelling errors; accurately complete routine forms & records; read, copy & record figures precisely; deal with problems involving several variables; handle routine telephone &/or face to face contact; stand, sit, walk or bend continuously; move limbs/fingers easily to perform manual functions repeatedly; lift up to 40 lbs. (e.g., boxes of paper, files).

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

6 mos. Trg. Or 6 mos. Exp. In processing mail & operating postage equipment (e.g., postage scale, meter machine, folder, opener &/or inserter machine); formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, decimals & percentages; formal education in reading, writing & speaking English; 6 mos. Trg. Or 6 mos. Exp. in inventory control; 6 mos. Trg. Or 6 mos. Exp. in operation of reproduction equipment (e.g., photocopies, microfilm equipment); 1 course or 3 mos. Exp. in public relations; demonstrate ability to lift up to 40 lbs; valid driver's license.

-Or 12 mos. Exp. as Office Services Specialist 12721.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable

**UNUSUAL WORKING CONDITIONS**

May be exposed to loud or constant noise from office machines; may be required to work outside; exposed to weather variations; may be required to work overtime; may be required to travel; required to sit or stand for long periods of time.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Services Specialist Printing Leader	12723AG	45	11/03/2013	30

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Serves as printing leader by coordinating the printing/reproduction process; receives job requests, reviews for completeness, prioritizes requests to ensure that deadlines are met, advises customers on all print/copy issues, provides proof document to client for review before completing order. Uses specialized software to prepare documents for printing/reproduction (e.g., corrects alignment, colors, images, removes marks or blemishes from originals) & to set up printing/reproduction equipment (e.g., sets up jobs, transmit jobs to printers & copiers, programs equipment to use proper materials, creates work queues); runs jobs, monitoring output to insure quality of product; finishes as requested by client (e.g., cutting, binding, collating, folding, clipping); communicates with client & supervisor regarding concerns about the job;

Orders, inventories & maintains supplies for Copy Center (e.g., paper, toner, binding materials); identifies equipment problems & performs minor repairs or arranges for repair services; performs daily meter readings on equipment & provides monthly reports to management; creates forms & documents as requested by management.

Assists mail center (e.g., open/sort mail, operates postage machines, prepare UPS & certified mail document); performs hand deliveries & office moves; performs clerical duties (e.g., answers telephone; screens or refers calls & takes messages; greets visitors; responds to customer inquiries).

**MAJOR WORKER CHARACTERISTICS**

Knowledge of office practices & procedures; Office Services Policies & Procedures\*; printing procedures\*; printing equipment & safety practices; customer service. Skill in use of personal computer & peripherals; digital printing/copy equipment & softwares\*; copy center finishing equipment (e.g., binding, drilling & cutting machines). Ability to carry out instructions in written, oral or picture form; deal with problems involving several variables in familiar context; copy materials accurately & recognize grammatical & spelling errors; maintain accurate records; sort items into categories according to established methods; work alone or with co-workers on larger projects; stand, sit, walk or bend continuously; move limbs/fingers easily to perform manual functions repeatedly; lift up to 40 lbs (e.g., boxes of paper, files).

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

12 mos. trg. or 12 mos. exp. operating printing/reproduction equipment; 6 mos. coursework in computer science or information technology services; formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, decimals & percentages; formal education in reading, writing & speaking English; 6 mos. Trg. Or 6 mos. Exp. in inventory control; 6 mos. Trg; 1 course or 3 mos. Exp. in public relations; demonstrate ability to lift up to 40 lbs; valid driver's license.

-Or 12 mos. Exp. as Office Services Specialist 12721.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable

**UNUSUAL WORKING CONDITIONS**

May be exposed to loud or constant noise from office machines; may be required to work overtime; may be required to travel; required to sit or stand for long periods of time.