

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:
OFFICE SERVICES SPECIALIST

SERIES NO.:
1272

MAJOR AGENCIES:
ATTORNEY GENERAL

EFFECTIVE DATE
06/23/2000

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 OR FILM DOCUMENTS THROUGH USE OF PHOTOCOPYING, MICROFILM, MICROFICHE OR RELATED EQUIPMENT; OPERATE BINDERY/FINISHING EQUIPMENT; OPERATE & MAINTAIN ALL VEHICLES TO TRANSPORT MATERIALS & EQUIPMENT FROM ONE POINT TO ANOTHER ON SCHEDULED STATEWIDE OR LOCAL ROUTE; SYSTEMATICALLY RETAIN & DISPOSE OF AGENCY RECORDS) FOR SUPERVISOR &/OR AGENCY STAFF IN OFFICE SERVICES SECTION ONLY.

AT THE HIGHER LEVEL, INCUMBENTS ACT AS LEAD WORKER.

CLASS TITLE
OFFICE SERVICES SPECIALIST

CLASS NUMBER:
12721

EFFECTIVE DATE
06/23/2000

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, REPRODUCE OR FILM DOCUMENTS & MATERIALS, OPERATES BINDERY/FINISHING EQUIPMENT (E.G., PAPER CUTTERS; STANDARD DUPLO COLLATING/BOOKLET MAKER; STANDARD HORIZON COLLATOR/BOOKLET MAKER; CHALLENGE FOLDER; PADDING PRESSES), TRANSPORT MATERIALS & EQUIPMENT, PERFORM MINOR MAINTENANCE OR SCHEDULE VEHICLES FOR MAINTENANCE (E.G., CHANGE GAS, OIL, &/OR TIRES; CHANGE &/OR MAINTAIN BATTERY; WASH VEHICLES), MANAGE SYSTEM FOR RECORDS RETENTION & DISPOSAL, PRODUCE BASIC (I.E., SIMPLE, REPETITIVE DATA WHICH DOES NOT INVOLVE ESTABLISHMENT OF DOCUMENT FORMATS OR CORRECTION OF PUNCTUATION OR GRAMMAR) MATERIAL (E.G., CORRESPONDENCE; REPORTS; CHARTS; TABLES; FORMS; LISTS; LABELS).

CLASS TITLE
OFFICE SERVICES SPECIALIST LEADER

CLASS NUMBER:
12722

EFFECTIVE DATE
06/23/2000

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, REPRODUCE OR FILM DOCUMENTS & MATERIALS, OPERATES BINDERY/FINISHING EQUIPMENT (E.G., PAPER CUTTERS; STANDARD DUPLO COLLATING/BOOKLET MAKER; STANDARD HORIZON COLLATOR/BOOKLET MAKER; CHALLENGE FOLDER; PADDING PRESSES), TRANSPORT MATERIALS & EQUIPMENT, PERFORM MINOR MAINTENANCE OR SCHEDULE VEHICLES FOR MAINTENANCE (E.G., CHANGE GAS, OIL, &/OR TIRES; CHANGE &/OR MAINTAIN BATTERY; WASH VEHICLES), MANAGE SYSTEM FOR RECORDS RETENTION & DISPOSAL, PRODUCE BASIC (I.E., SIMPLE, REPETITIVE DATA WHICH DOES NOT INVOLVE ESTABLISHMENT OF DOCUMENT FORMATS OR CORRECTION OF PUNCTUATION OR GRAMMAR) MATERIAL (E.G., CORRESPONDENCE; REPORTS; CHARTS; TABLES; FORMS; LISTS; LABELS) & ACT AS LEAD WORKER.

CLASS TITLE OFFICE SERVICES SPECIALIST	CLASS NUMBER: 12721	BARGAINING UNIT: 45
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EFFECTIVE DATE

06/23/2000

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; STANDARD DUPLO COLLATING/BOOKLET MAKER; STANDARD HORIZON COLLATOR/BOOKLET MAKER; CHALLENGE 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, MICROFILM, MICROFICHE &/OR BLUEPRINT REPRODUCTION EQUIPMENT TO PRODUCE COPIES OR FILM 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 MAINTENANCE OR SCHEDULES VEHICLE FOR MAINTENANCE (E.G., CHANGE GAS, OIL &/OR TIRES; CHANGE &/OR MAINTAIN BATTERY; WASH VEHICLES), MANAGES SYSTEM OF DATA COLLECTION & RECORDS MAINTENANCE FOR AGENCY (E.G., ESTABLISHES PROCEDURES FOR MAINTENANCE & STORAGE OF RECORDS; ESTABLISHES RETENTION PERIODS BASED UPON THEIR ADMINISTRATIVE, LEGAL & FISCAL VALUE & PRESENTS RETENTION SCHEDULE TO RECORDS MANAGEMENT SECTION OF DEPARTMENT OF ADMINISTRATIVE SERVICES FOR APPROVAL; CONTROLS DISTRIBUTION OF RECORDS), RESPONDS TO INQUIRIES & REQUESTS FOR RECORDS INFORMATION EITHER BY TELEPHONE OR MAIL.

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*; CODES & PROCEDURES FOR RETENTION, DESTRUCTION & DISTRIBUTION OF RECORDS*; 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 & TYPEWRITER KEYBOARD; 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 ALTERNATIVE, EQUIVALENT EVIDENCE OF THE MINIMUM CLASS QUALIFICATIONS 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 TRAVEL; REQUIRED TO SIT OR STAND FOR LONG PERIODS OF TIME.

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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; ASSISTS WITH EMPLOYEE PERFORMANCE REVIEWS; 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; GREETES 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 & TYPEWRITER KEYBOARD; 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:

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.

-OR ALTERNATIVE, EQUIVALENT EVIDENCE OF THE MINIMUM CLASS QUALIFICATIONS 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.