

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:

Office Professional

SERIES NUMBER:

1214

MAJOR AGENCIES:

All Agencies

EFFECTIVE:

DATE

SERIES PURPOSE:

The purpose of the Office Professional occupation is to support administrators &/or professionals by performing clerical tasks & providing office assistance to ensure delivery of product or service of work unit in support of the agency's mission.

At the lower level, incumbents perform primarily basic clerical tasks.

At the higher level, incumbents produce technical documents while continuing to perform a variety of specialized clerical tasks &/or function as a lead worker.

At the supervisory level, incumbents perform administrative & operational functions & supervise a variety of clerical support positions.

GLOSSARY- the terms below are to be interpreted as follows wherever they appear in the classification specification:

Basic clerical tasks: repetitive clerical tasks involving few variables in which incumbents are not free to make work procedural decisions.

Routine office assistance: tasks that follow a sequence of standardized & customary actions.

Specialized clerical tasks: clerical tasks involving several variables requiring use of multiple computations, cross referencing data or variety of other procedures where accuracy is required in which incumbents are free to make some work procedural decisions which do not contravene policies.

NOTE:

This series does not include positions whose primary duties are providing information to resolve complaints from internal or external customers in response to inquiries, requests, & or complaints received in writing, by telephone, e-mail, or in person at least 40% of the time. (see Customer Service Assistant 6443)

This series does not include positions whose primary duties require some knowledge of accounting systems & procedures in order to prepare, compile & verify statistical, financial, accounting or auditing data, reports & tables related to accounts payable & accounts receivable &/or perform payroll activities. (see Financial Analyst 6656)

This series does not include positions whose primary duties are providing secretarial assistance through relieving supervisors of administrative tasks (i.e., independently provides explanation, orally &/or in writing, of services or activities of assigned area but does not include formulating interpretation of policies & procedures as they would apply in given situation). (see Administrative Professional 1687)

JOB TITLE

Office Professional 1

JOB CODE

12141

PAY GRADE

EFFECTIVE

DATE

CLASS CONCEPT:

The entry level class works under immediate supervision & requires some knowledge of clerical systems & procedures in order to perform basic clerical tasks within specified division, unit, or group & to provide routine office assistance in support of the agency's mission.

JOB TITLE

Office Professional 2

JOB CODE

12142

PAY GRADE

EFFECTIVE

DATE

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of clerical systems, in order to produce technical documents &/or perform varied & specialized clerical tasks (i.e., requiring use of multiple computations, cross referencing data or variety of other procedures where accuracy is required) or serve as lead worker (i.e., provide work direction & training), & perform varied & specialized clerical tasks (i.e., requiring use of multiple computations, cross referencing data or variety of other procedures where accuracy is required).

JOB TITLE

Office Professional Supervisor

JOB CODE

12145

PAY GRADE**EFFECTIVE**

DATE

CLASS CONCEPT:

The supervisory level class works under direction & requires considerable knowledge of supervisory principles/techniques, office procedures & administrative practices in order to supervise assigned staff.

DRAFT

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Professional 1	12141	09	DATE	

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.)

Performs basic clerical tasks to provide routine office assistance (e.g., collects, opens, stamps/scans, sorts, distributes & sends out hard copy &/or digital mail; counts, alphabetizes, separates, collates, codes, sorts, logs, staples hard copy &/or digital mail, forms, correspondence &/or filed information; files correspondence, reports, records, cards, documents or other materials; prepares files for electronic conversion, storage or indexing; generates system correspondence; schedules appointments/examinations; provides minor adjustments to filed information or other materials; picks up & distributes materials; provides receptionist duties by greeting & logging in visitors, answering telephone, taking messages & transferring calls; photocopies).

Performs other related duties (e.g., types various materials, operates personal computer to enter & retrieve data, & uses word processing, spreadsheet &/or database software).

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices & procedures; agency practices & procedures*.

Skill in operating personal computer; operating office equipment (e.g. printer/scanner).

Ability to calculate fractions, decimals & percentages; interpret variety of instructions in written, oral, picture or schedule form; deal with problems involving few variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; sort mail; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another; move limbs/fingers easily to perform manual functions; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects; answer routine telephone inquiries from general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

1 course or 3 mos. exp. in using personal computer & related software; 3 mos. trg. or 3 mos. exp. in office practices & procedures.

-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 confined to work area for long periods of time; may perform high-volume, repetitive tasks with short turnaround.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Professional 2	12142	09	DATE	

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.)

Produces technical documents (e.g., prepares & revises variety of word processing documents using personal computer; proofreads material for accuracy & completeness; produces &/or merges complex technical materials.)

AND/OR

Performs varied & specialized clerical tasks (i.e., requiring use of multiple computations, cross referencing data & variety of other procedures) (e.g., searches records, gathers & organizes data, information & summarizes in preliminary reports; checks accuracy, clarifies discrepancies, updates information & certifies final data; checks time data &/or equipment & material used; reviews purchase orders &/or billings for proper completion maintains office filing system, provides research & compiles materials to fulfill information requests (e.g., ensures proper record redaction).

OR

Performs duties listed above & serves as lead worker by providing work direction & training to personnel in unit on daily basis or on shift or at office where no higher level direct supervisor/manager is located.

Performs basic clerical tasks (e.g., processes & distributes incoming mail, prepares outgoing mail/digital correspondence; provides receptionist duties by greeting & logging in visitors, answering telephone & transferring calls; photocopies; orders, distributes & maintains supplies; prepares files for electronic conversion, storage or indexing; generates system correspondence; schedules appointments/examinations; receives, logs in/scans &/or codes material; maintains records; provides minor adjustments to filed information or other materials; troubleshoots or arranges for repairs & maintenance of office equipment.)

MAJOR WORKER CHARACTERISTICS:

Knowledge of agency policies & procedures*; office practices & procedures; employee training & development*; office software systems.

Skill in typing/keyboarding; operating personal computer; operating office equipment (e.g. printer/scanner).

Ability to calculate fractions, decimals & percentages; deal with problems involving several variables within familiar context; copy material accurately & without error; sort items into categories according to established methods; gather, collate & classify information about data, people or things; answer routine telephone inquiries & /or face to face contacts; carry out instructions in written, oral or picture form; proofread technical materials, assess questions & provide appropriate information or referral; recognize errors & make corrections; screen mail; cooperate with co-workers on group projects.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

6 mos. trg. or 6 mos. exp. in using personal computer & related software; 6 mos. trg. or 6 mos. exp. in office practices & procedures.

Or 6 mos. exp. as Office Professional 1, 12141.

-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 confined to work area for long periods of time; may perform high-volume, repetitive tasks with short turnaround.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Professional Supervisor	12145	22	DATE	

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.)

Supervises assigned staff (e.g., develops procedures for clerical function of work unit; prioritizes, organizes & monitors work flow; trains staff in office procedures; makes changes in work assignments according to fluctuating needs; interviews, hires & evaluates performance of staff).

Performs administrative tasks (e.g., coordinates & finalizes plans for conferences &/or group travel; directs inquiries &/or directions &/or assignments among office management & staff members; responds to potentially sensitive staff office inquiries; assists with development of office procedures; attends meetings in absence of supervisor; composes correspondence; serves as liaison between staff & managerial personnel; oversees maintenance needs of facility &/or office equipment; oversees stocking, inventory control & distribution of forms, supplies & equipment; compiles & prepares applicable reports/records to include computer query reports to comply with various regulatory mandates/agency policies & procedures; coordinates & recommends purchase & maintenance of equipment, materials & supplies & follows up on purchase requests & resolves billing problems).

Performs clerical tasks (e.g., opens, logs & distributes mail; answers inquiries; maintains files & retrieves information).

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques; employee training & development; departmental/agency regulations, policies & procedures*; office practices & procedures.

Skill in operating a personal computer; operating office equipment (e.g. printer/scanner).

Ability to deal with complex variables in common situation; gather information on data, people & things; write business letters & evaluations; conduct routine interviews; write meaningful, concise & accurate reports; assess questions & provide appropriate information or referral; establishes professional atmosphere as supervisor of unit.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

2 yrs. trg. or 2 yrs. exp. in office practices & procedures to include using personal computer and related software; 9 mos. trg. or 9 mos. exp. in supervisory principles/techniques; 6 mos. trg. or 6 mos. exp. in employee development & training.

Or 18 mos. exp. as Office Professional 2,12142.

-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:

Not applicable.