

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

<u>CLASSIFICATION SERIES:</u> Office Professional	<u>SERIES NUMBER:</u> 1214
<u>MAJOR AGENCIES:</u> All Agencies	<u>EFFECTIVE:</u> 08/06/2017

SERIES PURPOSE:

The purpose of the Office Professional occupation is to perform clerical tasks & provide 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 varied documents while continuing to perform a variety of specialized clerical tasks.

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 (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)

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Office Professional 1	12141	24	08/06/2017

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.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Office Professional 2	12142	25	08/06/2017

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of clerical systems & procedures in order to produce variety of 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).

JOB TITLE

Office Professional Supervisor

JOB CODE

12145

PAY GRADE

09

EFFECTIVE

08/06/2017

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.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Office Professional 1	12141	09	08/06/2017	24

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; 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 add, subtract, multiply & divide whole numbers; 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:

Formal education in arithmetic that includes addition & subtraction & in reading, writing & speaking common English vocabulary.

-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	08/06/2017	25

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 variety of documents using word processing software (e.g., creates & formats documents; proofreads material for accuracy & completeness; produces &/or merges 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 & verifies final data; checks time data &/or equipment & material used; collects supporting documentation for purchase orders &/or billings & reviews for accuracy & completeness; maintains office filing system, retrieves & compiles materials to fulfill information requests ensuring proper record redaction).

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 & associated business office software; operating office equipment (e.g. printer/scanner; transcription equipment).

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 business office 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	08/06/2017	09

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; 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.