

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
OFFICE SUPPORT SPECIALIST – 1746

NOTE: formerly Word Processing Operator

DEFINITION:

Under general supervision, to use computer software to produce finished documents by creating, formatting, and editing material; to use computer programs to organize and store data and information; and to perform related clerical work.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from other classes by the level of independence and judgment in composing documents which could impact the prestige of departments or the City. Those positions requiring only occasional use of computer software for the performance of routine, repetitive typing without verifying, retrieving, or maintaining a variety of documents or information, those that do not require the organization or extensive revision of copy as a major part of the job, or those that do not require the frequent organization, storage, and retrieval of data and information are generally allocated to other clerical classes. Some positions may require a basic level of technical knowledge including legal terminology to ensure that documents are composed accurately. Positions classified at this level may be underfilled with Clerical Assistant II or Clerical Assistant I in accordance with the City's Career Advancement Program.

*** EXAMPLES OF DUTIES:**

- Uses various computer applications to prepare correspondence, memos, reports, documents, and data;
- Prepares documents and materials for mailing or distribution;
- Adds, verifies, retrieves, and maintains data stored in an electronic information system;
- Organizes, revises, produces, stores, and retrieves a variety of documents;
- Creates and maintains logs, tables, and spreadsheets to store and organize data or to compile statistical records;
- Maintains electronic documents and data;
- Keeps records of stored material;
- May train and lead the work of less experienced staff;
- May serve as secretary to management personnel;
- Maintains, processes, and reconciles purchase requisitions, direct payments, and various transactions and reimbursements;
- May perform other clerical duties including filing and reception work as a minor part of the job.

* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

One year of full-time clerical experience, including six months of full-time experience using computer software programs to perform word processing and a variety of other clerical tasks. The ability to type at a corrected speed of 30 words per minute on a computer keyboard is required.