



OHIO
UNIVERSITY

Classification and Qualification Standards

Office Services Specialist

ADMINISTRATIVE/TECHNICAL ROLE

Career Series: Office Equipment Operations	Job Code: 11212 Grade: B	Date Established: 7/01/2001	FLSA Category: NON-EXEMPT
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JOB SUMMARY

Under direction, the fully operational classification receives instruction in general terms, and utilizes independent judgment within established procedures and guidelines. This classification requires considerable knowledge of office practices and procedures in order to perform moderately complex duties in overseeing the daily operations of a service center, and supervising classified staff.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Supervises, oversees performance, and trains classified staff.
2. Oversees daily operations of a service center for completion of production requests and high volume duplication services.
3. Acts as first line liaison and analyzes and resolves problems related to area of responsibility.
4. Monitors and prioritizes workload.
5. Performs clerical and technical duties (e.g., maintains directories; orders supplies; copies documents; distributes mail).
6. Performs other duties as assigned.

Worker Characteristics (knowledge, skills & abilities to perform the job duties)

Knowledge of supervisory principles*; addition, subtraction, multiplication, division, fractions, vocabulary, and alphabetizing; office practices and procedures; oral and written communication; and employee training and development. Skill in operation of duplicating and peripheral equipment (e.g., photocopiers; cutters; binders; punches; shredders; collators); and computer*. Ability to oversee daily operations of service center; carry out instructions in written or oral form; arrange items in numerical or alphabetical order; and analyzes and resolves problems.

(*developed after employment)

Minimum education & experience required (including training, registration & licensure)

Formal education in addition, subtraction, multiplication, division, fractions, vocabulary, and alphabetizing. 6 mos. training or 6 mos. experience in office practices and procedures. 3 mos. training or 3 mos. experience in employee training and development. 3 mos. training or 3 mos. experience in operation of duplicating and peripheral equipment (e.g., photocopiers; cutters; binders; punches; shredders; collators).

- Or equivalent of the education and experience listed above.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.