



VALLEY COUNTY JOB DESCRIPTION

Office Support Specialist

Department: Sheriff

Reports to: Admin Services Supervisor

Pay Grade: 5

Date Established: 11/2018

Date Revised:

FLSA Status: Non-exempt

SUMMARY

Provides office support to Driver's License Examiner and other areas of the office. Some latitude is granted for independent judgment and initiative.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides courteous customer service;
- Answers incoming telephone calls;
- Issues Driver's Licenses and Concealed Weapons Permits;
- Scans documents into record management system;
- Provides backup for other administrative positions;
- Keeps immediate supervisor fully and accurately informed concerning work progress;
- Performs time management and scheduling functions, meets deadlines, and sets project priorities;
- Responds to questions and comments in a courteous and timely manner;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- High school diploma or equivalent;
- Idaho Law Enforcement Telecommunications System (ILETS) certification;
- National Crime Information Center (NCIC) certification;
- One year of clerical experience;
- Strong customer service skills;
- Knowledge of current office practices and procedures;
- Intermediate computer skills;
- Ability to operate specialized crime information data base systems;
- Knowledge of record keeping and filing practices and procedures;
- Skilled in basic cash handling methods and techniques;
- Knowledge of Idaho driver's license procedures and equipment;
- Ability to process, maintain, interpret, and produce documents;
- Ability to process financial transactions;
- Strong verbal and written communication skills;
- Ability to listen for understanding;
- Able to articulate ideas in the English language;

- Ability work independently and exercise initiative, with general guidance and supervision;
- Ability to work as part of a team;
- Good judgment and problem-solving skills;
- Ability to maintain a professional demeanor;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to demonstrate integrity and ingenuity in the performance of tasks and solving problems.

OTHER JOB REQUIREMENTS

- Must be able to pass a thorough background check;.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities includes those which permit the employee to discern verbal instructions and communicate effectively in person and by telephone. While performing the duties of this position, the employee works in an office setting where the noise level is usually moderate. Assisting at major incident sites may expose the employee to adverse weather conditions.