

EAST BAY REGIONAL PARK DISTRICT

OFFICE SPECIALIST/RESERVATIONS

GENERAL FUNCTION

Under general supervision, performs specialized clerical and administrative tasks in support of the reservations and registration programs.

CLASS CHARACTERISTICS

Office Specialist is the journey level class of this series, fully competent to independently perform a variety of clerical and administrative tasks. Positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Positions in this classification are assigned specifically to work in the Reservations Unit.

ESSENTIAL FUNCTIONS

The essential functions of these positions include, but are not limited to: making reservations and registrations through a computerized reservations system over the phone; providing general information and advising the public of availability of sites, dates, rules and regulations; and processing payments.

OTHER FUNCTIONS AND DUTIES

Other tasks related to this position will include: compiling data for reports; typing correspondence, reports; tracking, reconciling and depositing checks/cash; and performing related duties as assigned.

MINIMUM QUALIFICATIONS

Education: Equivalent to graduation from high school.

AND

Experience: Three years of recent responsible clerical or general office experience dealing with the public.

OR

60 semester units may be substituted for a maximum of one year experience.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of modern office practices and procedures, including the operation of data processing and personal computer systems, and other standard office equipment. Possess math and bookkeeping skills. Ability to attend to detail, be thorough, and follow through; use initiative and sound judgement within established guidelines. Ability to type 50 net words per minute. Ability to prioritize work and coordinate several activities. Ability to interpret and apply detailed rules and regulations. Ability to establish and maintain positive and cooperative working relationships with those contacted in the course of work at all levels, including a culturally diverse general public, with a focus on quality service to internal and external customers. Ability to perform continuous data entry at a computer terminal.

SPECIAL CONDITIONS OF EMPLOYMENT

A valid California driver's license is a condition of initial and continued employment in this classification.

Employment Category: AFSCME, Local 2428, Salary Range Effective 3/27/99 (\$3,063.60 - \$3,294.59)

Adopted by Board August 4, 1987

Revision Approved by Board: March 21, 2000

Replaces AAdministrative Clerk Reservations@

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