

**JOB TITLE: Office Support – Level 1**

**LOCATION: Pima County One Stop Career Center (ARIZONA@WORK)**

**RESPONSIBLE TO: SER-Jobs for Progress, Inc., (Administratively) and assigned Pima County One-Stop Office Manager (Operational)**

**HOURS: 8:00 a.m. – 5:00 p.m. / Monday to Friday**

**HOURLY WAGE: \$16.59/hour / 40 hours per week, plus Benefits**

**SUMMARY:** Under County supervision perform a variety of clerical support tasks with instructions regarding assignment details.

**DUTIES/RESPONSIBILITIES:** Work assignments may vary depending on the department's needs and will be communicated to the Contracted staff by the assigned supervisor. May be assigned to one or more of the following task areas or may work as a generalist:

**Interaction with the Public:**

- Provide general information on department or program activities in respond to public and staff inquiries;
- Answer single- and multi-line telephones, route calls, and relay messages;
- Resolve routine problems in person, by phone and through correspondence with complainant;
- Request specific information by telephone; and
- Check documents for completeness and accuracy and issues licenses and permits.
- Respect the public and be aware of customers' needs.

**Keyboarding:**

- Type and word process a variety of documents including correspondence, reports, forms, contracts, requisitions and claims;
- Edit documents for grammar, punctuation, spelling and format;
- Code, confirm, enter, update, and retrieve data using automated filing systems; and
- Verify accuracy of data entered into the system and correct information by making updates, additions or deletions as required, and print reports.

**Filing:**

- Establish and maintain filing systems and retrieve documents from files as required;
- Research document files and automated records for specific information.

**Other Clerical:**

- Copy and distribute materials and act as key operator for copy machine;

- Read, screen and direct mail and compose answers to routine correspondence;
- Calculate fees, record payments, and balance routine accounts; and
- Operate various office equipment such as computer terminals and personal computers, facsimile machines, photocopiers, and calculators.
- Specialized Work Assignments:
  - Perform moderately complex word processing activities such as preparation of charts, graphs and tables;
  - Transcribe a variety of correspondence, reports, and documents from dictating equipment;
  - Schedule and arrange meetings, conferences, interviews and other appointments;
  - Train other staff members in office procedures and clerical activities; and
  - Assign and review the work of staff performing typing, filing, and other routine clerical activities.

**KNOWLEDGE OF:**

- Administrative/clerical/office procedures and systems, such as word processing and the managing of files, financial records and databases;
- Principles and processes for providing excellent customer service;
- Telecommunication systems and,
- The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.

**SKILLS:**

- Operate a variety of office equipment, including personal computers, facsimile machines, photocopiers, and calculators;
- Communicate effectively, understand and follow instructions;
- Multi-tasking, attention to detail and,
- Learn to use customized databases.

**Preferred Qualifications:**

- Front desk receptionist experience
- Bilingual English/Spanish preferred
- Valid AZ DL
- High School diploma or GED

**Prior to hiring, applicant will be subject to a background check which includes criminal history and fingerprint verification.**

**How to apply: email a resume no later than 5:00 p.m. January 11, 2023.**

**Please indicate what position you are applying for on the email subject line.**

**To: Erik Dorame – [serjobs85713@yahoo.com](mailto:serjobs85713@yahoo.com)**