

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Class Code: 009273
Grade: 16
FLSA: N**

OFFICE SERVICES COORDINATOR

DEFINITION OF CLASS:

Incumbents in this class provide/coordinate a full array of general office services at an advanced level, provide program-specific assistance at an advanced level, or provide both kinds of advanced-level assistance concurrently. In the office services coordination role, an incumbent ensures a full array of office services for an entity by performing, coordinating and facilitating daily administrative support. In the program assistance role, an incumbent provides program-specific support and assistance. In both roles, incumbents apply knowledge of, and skill in, a complete and extensive set of specialized operations, rules, methods, processes and procedures. They work in a wide variety of governmental domains which include, but are not limited to, medical-social-human services (such as public health services, children, youth and family services, aging and disability services, and behavioral health and crisis services), transportation, public works, environmental services, financial services, facilities management and public safety/security (such as police, sheriff, fire and emergency medical services).

DISTINGUISHING CHARACTERISTICS:

Office Services Coordinator is an advanced level of administrative assistance; it involves application of advanced knowledge and skill sets in the office services coordination role or the program assistance role.

MAJOR DUTIES:

Responsible in the office services coordination role for planning and managing the daily work of office administrative support (its general administration, fiscal administration, personnel administration and facility-logistical support) by identifying administrative requirements, ensuring administrative workflow within the office, processing or coordinating a wide range of administrative and fiscal transactions, arranging for facility, information technology and telecommunications support, etc. Responsible in the program assistance role for performing critical program-specific support work such as reviewing and tracking social service grants, reviewing and reporting medical service statistics, reviewing and controlling warrants, reviewing and quality assuring police reports, identifying property ownership, explaining and collecting taxes, scheduling services, and conducting outreach for health or environmental programs. In both roles, supports the work of other staff such as professional staff or sworn staff and reduces the administrative burden of the supervisor.

EXAMPLES OF DUTIES: (Illustrative Only)

- Plans and ensures the effective handling of the daily work of office administration by personally performing the work, training/overseeing others in it or coordinating/facilitating it:

- Answers phones and is typically identified by the supervisor's own voicemail as the staff member to contact in the supervisor's absence, greets visitors, controls unit mail, reviews incoming information (in hard copy and e-form) to alert the supervisor or staff to key informational and action items, reviews outgoing correspondence to ensure adherence to correspondence guidelines (such as formats and clearances) and business office standards (including internal consistency, style, syntax, grammar, spelling and punctuation), sets-up new files (including cross-indexes), and files, archives and ensures adherence to established records management schedules.
- Schedules appointments, meetings and special events. Is often authorized to commit the supervisor (or staff) to meetings or other obligations and is often tasked to coordinate all meeting and event support to include locating, negotiating and reserving space, arranging on-site support, etc.
- Keeps calendars on duty-leave-administrative reports and other suspense items, provides reminders and facilitates adherence to due dates.
- Prepares requisitions, reimbursements, purchase orders, payments and other types of office fiscal transactions; adheres to processing priority, ensures sufficiency and accuracy in the transactions and supporting documents, and resolves documentation, processing and other transactional problems with higher-level processing echelons. ○ Coordinates telecommunications, computer/information technology, office environment, office move support and similar types of office support services, monitors office supply levels and orders supplies (to include recommending or making substitutions for out-of-stock items) and otherwise provides, or coordinates provision of, a full array of office services to facilitate effective office workflow.
- Supports the supervisor by such activities as tracking project work assignments, tracking unit/program budgets, providing human resource management support (such as preparing personnel, position and pay action requests or justifications and tracking performance management and professional development timelines and paperwork), compiling and reporting program service statistics on cyclical bases and preparing customized reports.
- Recommends improvements in office workflow and office support services. Develops or modifies internal forms, methods and procedures for more efficient processing of recurring office tasks. May recommend changes in internal timelines and priorities for requesting or processing fiscal, human resource management, procurement or logistical transactions. ○ May serve as custodian of petty cash, gift cards, bus tokens, office equipment and other items of value for the office and as custodian at a roll-up echelon (a level of consolidation above one or more custodians at one or more lower organizational levels), and/or provides guidance to custodians at lower levels in the section or division.
- Performs an array of program-based assistance duties across the unit's program(s)/services such as:
 - Organizes and monitors the flow of programmatic reports, helps prepare and track program budgets, prepares program notebooks for staff or volunteers, helps prepare program flyers or other programmatic information for the general public or distinct groups served by the program, monitors program spending (directly or in support of grant monitors or others), compiles program statistics for use by the supervisor or reporting to higher echelons in the County or the State) to include (as requested by the supervisor)

- compiling and sorting service data in new ways to provide new information or new perspectives, tracks time of, and prepares payments to, contractors, prepares invoices to grantors or clients, and otherwise supports the office's programmatic operations and services.
- Performs such program-specific work as quality reviewing and controlling warrants to verify data, identify need for and enter caution codes, etc., before release to sworn law enforcement officers for execution; quality reviewing police reports to ensure internal consistency and completeness; receiving information from victims of minor crimes and preparing the police report; explaining/collecting taxes or researching/documenting the transfer of property ownership; and confirming/collecting debts owed to the County, which may include setting-up payment plans. Uses multiple data sources to obtain data and reconciles disparate substantive information between or within records/databases to ensure sufficiency and accuracy of information in the work object (warrant, report, case file, etc.) such as date of crime, type of weapon used and names/aliases of perpetrator or witness(es), ownership of property, geographic limits of property, types/amounts of debt, or court decree. Uses, enters information into and, as authorized/certified, edits existing information in databases including multi-user, multi-echelon, Maryland or nationwide databases.
 - Provides program-based financial assistance duties such as tracking and reporting of programmatic money when direct services to clients are provided. ○ May schedule program-specific services. May support information/outreach events by arranging for logistical support, preparing flyers or handouts or ordering food, welcoming attendees, introducing speakers or presenting prepared remarks and supporting event on site in other ways.
 - Fills in for other staff to ensure continuous service to customers by staffing the unit's front desk/window or a consolidated, multiunit/multiprogram front desk/window. Queries caller or visitor to ascertain nature of call/visit, responds by providing programmatic information such as program purpose and scope, eligibility criteria, application process and other available programs, or refers person to appropriate unit staff member or another unit or agency (governmental, for-profit or not-for-profit). May obtain customer-specific demographic, economic or service need information, schedule appointment with staff member, etc. May respond to general inquiries from the public or those with specific needs such as attorneys, property owners, business owners, taxpayers or debtors.
- Types or word processes such documents as letters, memos, summaries and forms from rough draft, notes, verbal instructions or other sources; selects format and selects/uses standard clauses per guidelines. May use extended features of office suite or specialized software for word processing, spreadsheets, presentations or graphics to produce procurement solicitations, contracts, reports with tables and graphs, brochures, newsletters, manuscripts, bound publications, legal documents or the like. Uses hard copy files, databases information systems to access, retrieve and use data and record transactions, issue documents, produce reports, etc.
 - As assigned, makes or checks complex arithmetic calculations, reviews data sets in large tables or large orders, or works with other types of alpha-numeric patterns or transactional patterns that require high precision and attention to detail.

- Keeps abreast of, and adapts to, changes in guidelines (rules, policies, processes, procedures, methods, authorizations, etc.) covering office operations, unit programs and services such as new or modified unit work processing SOPs and new/modified County, State or Federal databases or information systems used in the work.
- Communicates with business contacts concerning office operations or sensitive client- and case-specific information to obtain/verify/provide facts and exchange other types of routine or nonroutine information. Keeps supervisor and others informed.
- Uses a computer and various electronic devices/systems to plan, schedule, communicate, research (the Internet and various information systems), digitize information (scanner), create, exchange, record and use information (databases), make/check calculations (calculator/spreadsheet), etc. May coach others in information system use. May serve as a super-user.
- May drive to/from various work sites.
- Performs related duties as required.

SUPERVISORY CONTROLS:

Performs office services coordination, or program assistance, duties at an advanced level independently. Plans and performs the inter-related steps involved coordinating a full range of office services or performing specialized program assistance; solves problems and deviations in the work in accordance with guidelines. Is expected to perform competently across a wide range of standard, recurring and inter-related assignments; seeks supervisory guidance-assistance on unusual and non-standard matters.

SUPERVISION EXERCISED: Positions in this class are non-supervisory.

GUIDELINES:

Guidelines vary by position. They include office decorum and customer service imperatives, software guides, office support guides and State-, County-, department/agency-wide and program-specific guides. Examples include guides on confidentiality, privacy and right-to-know, general office guides covering procurement, fiscal, human resource management and facility maintenance/logistical support, program-specific assistance guides covering program nature, purpose, eligibility/reporting/compliance criteria, procedures, etc., and database-specifics and information system-specifics beyond the basics. Incumbents use software and databases/information systems at high levels of knowledge and skill to create new spreadsheets, develop new reports or piece together disparate information from two or more databases/systems.

COMPLEXITY:

Complexity is characterized by performance of work requiring need to recognize and analyze a range of variables to identify what needs to be done and alternatives for doing it (to include overcoming incompleteness, inadequacy or inconsistency in data), and need to select and apply effective methods and techniques in getting at all pertinent issues for direct service (in terms of office services coordination or program assistance). All of this requires analysis of a wide range of office management or program-specific information and the selection and straightforward application of an effective course of action in each case among alternatives.

SCOPE AND EFFECT:

Performs advanced level office or program support duties within specific general office assistance or program-specific support guidelines and thereby helps ensure the accuracy, reliability or acceptability of the work of the unit.

CONTACTS:

Contacts (both internal and external) vary depending on unit and position. They include professional, law enforcement, paraprofessional and administrative/clerical/support personnel in various County and State agencies. They involve straightforward exchange of information concerning programs, processes, procedures, reports, transactions and other unit support, of work products, matters.

PUBLIC SERVICE /ASSISTANCE:

Typically, incumbents interact frequently with applicants/clients or other public customers of the unit. They provide facts about programs, processes, procedures and operations, and they respond to requests for reports and other documents.

WORK ENVIRONMENT:

Work is performed in offices that are adequately heated, lighted and ventilated. There are high volumes of work, tight deadlines, continuing need to shift from one task to another, or from supporting one staff member to another in many offices, and there is multi-tasking.

HAZARDS:

Work involves common, everyday office workplace hazards.

PHYSICAL DEMANDS:

Work is mainly sedentary. It requires precise use of hands or fingers in keyboarding, taking notes and performing similar work; it includes some on-going operation of keyboards. Light physical effort is required.

MINIMUM QUALIFICATIONS:

Experience: Four (4) years of progressively responsible office support experience.

Education: Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and work experience may be substituted.

Knowledge, Skills, and Abilities:

Basic Knowledge of:

- And skill in using, an extensive and inter-related set of office support rules, methods, processes, practices and databases/information systems to perform a wide variety of advanced assignments in support of the daily administration (general, fiscal and logistical) of an office, its program(s) and staff. Office-specific information may be learned on the job.
- And skill in using, an extensive and inter-related set of program-specific support rules, methods, processes, practices and databases/information systems to perform a full range of advanced

assignments in support of the program(s) of the unit of assignment. Program-specific information may be learned on the job.

Skill in:

- Problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem; this includes attention to detail, ability to balance competing work demands and, in some positions, it also requires good computational skill or numerical comprehension.
- Oral communication to understand verbal information (including facts, descriptions and ideas) and to express such information verbally so that others will understand; this includes ability to listen ‘actively.’
- Written communication to understand written information (including facts, descriptions and ideas) and to express such information in writing so that others will understand; this includes knowledge of, and skill in, style, syntax, formatting, grammar, punctuation and spelling.
- Interacting effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and in working as a member of a team.
- Using a computer, modern office suite software (such as MS Office), enterprise systems-software, specialty systems-software, including advanced features of various software or systems, and other office equipment.

Ability to:

- And willingness to shift seamlessly between tasks consistent with office-program priorities, daily workflow and other factors.

Licenses, Registrations, Certifications, or Special Requirements: • If required by the position of assignment, possession and maintenance at all times of a valid Class “C” (equivalent) driver’s license from the applicant's state of residence.”

- As pertinent to the assignment, ability and willingness to pass a criminal history record information (CHRI) check or a background investigation or to obtain and maintain special access to one or more databases/information systems with read, write or edit authority (as required) such as certification to use the National Crime Information Center (NCIC) database.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

BARGAINING STATUS: Positions assigned to this class are normally in the Office, Professional, and Technical (OPT) bargaining unit.

MEDICAL PROTOCOL: Medical History Review. Positions assigned to Fire and Rescue require Medical History Review with Drug/Alcohol Screen.

PROMOTION POTENTIAL: None

CLASS SPECIFICATION HISTORY:

Class Established: October 1986

Revised: November 1989

Classification Study: June 1995 (M)

Classification Study: June 2003 (M)

February 2004

April 2010

August 2013

February 2014

January 2015

Classification Study: December 2018 (M)

Revised (Medical Protocol): February 2022