

**City of Canandaigua Vacancy**  
**Salary: \$25 - \$26 per hour.**



Under the NY HELPS Program, the Civil Service Exam for this title has been waived.

For additional information regarding the NY HELPS Program, please visit: <https://www.cs.ny.gov/help/faq.cfm>

## JOB POSTING

### Office Specialist II

The Office Specialist II performs moderately complex clerical and administrative work requiring the use of computers and office equipment to produce documents, maintain records, and support departmental operations. This position requires independent judgment and a solid understanding of office procedures, policies, and systems. Work is performed under general supervision, with occasional oversight of lower-level clerical staff.

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#### Minimum Qualifications

- Graduation from high school or possession of a high school equivalency diploma; **AND**
- One (1) year of full-time paid office clerical experience (or part-time equivalent)

#### Substitution:

- Completion of one (1) year of college coursework in secretarial science, office technology, business administration, or a closely related field may substitute for the required experience (30 credit hours = one year of experience)

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#### Key Responsibilities

- Operate a computer and office equipment to create, process, and maintain records and documents
- Prepare and compose routine correspondence in accordance with established policies and procedures
- Enter, update, and manage data within various software systems
- Maintain and organize filing systems (electronic and paper)
- Provide information to the public and explain departmental policies and procedures
- Answer phones and respond to inquiries related to departmental operations
- Review documents for accuracy, completeness, and compliance with procedures
- Assist with basic accounting tasks
- Create forms, flyers, and materials for programs and events
- Collect fees and maintain accurate records of transactions
- Perform basic maintenance and updates of office software and equipment
- Other duties as assigned

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#### Knowledge, Skills, and Abilities

- Good knowledge of office procedures, terminology, and standard equipment
- Proficiency in Microsoft Office or similar software programs
- Ability to organize, format, and produce professional documents and reports
- Strong attention to detail and accuracy
- Ability to follow oral and written instructions
- Strong organizational and time management skills
- Ability to work independently and collaboratively
- Professional communication skills, including tact and courtesy

**To Apply: Submit a City of Canandaigua Employment Application and an Ontario County Application to Julie DeRue. Email [julie.derue@canandaiguanewyork.gov](mailto:julie.derue@canandaiguanewyork.gov)**  
**If you have any questions about the application process contact Julie at 585-337-2171.**

## OFFICE SPECIALIST II

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma AND one (1) year of full-time paid, or its part-time equivalent, office clerical experience.

**SUBSTITUTION - EXPERIENCE:** Completion of one year of college with study in secretarial science, office technologies, business administration or closely related field may be substituted for the required experience as noted above; with 30 credit hours being equivalent to one year of experience.

**DISTINGUISHING FEATURES OF THE CLASS:** This is moderately difficult general office clerical work involving the use of computers and peripheral equipment to produce documents and reports that requires a general understanding of specific office rules, procedures, and policies. It calls for the greater exercise of independent judgment than an Office Specialist I. Work is performed under the general supervision of higher-level staff. Detailed instructions would be required only on specialized or unique projects. Oversight may be exercised over the work of lower-level office staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Operates a personal computer, typewriter, or similar equipment in creating and processing data to complete various records or documents;  
 In addition to receiving, organizing, and processing documents, may develop and compose routine correspondence on matters where policies and procedures are well defined;  
 Creates, updates and stores documents in various software programs;  
 Enters data in software programs;  
 Maintains, and may oversee, a variety of filing systems in traditional paper-based or computer programs;  
 Obtains routine information from the public/clients for program purposes and explains established program policies and procedures;  
 Creates forms, flyers, and other promotional material for various programs and special events;  
 Schedules meetings and appointments;  
 May maintain agency website;  
 May collect fees and account for monies received;  
 Reviews accounts, records, reports, and other documents for completeness, accuracy, and conformity with established procedure;  
 May assign work, review and record work done, and instruct new employees in specialized clerical work of a unit  
 May prepare and maintain personnel records and payroll data;  
 Answers telephone and provides detailed information as it relates to a specific department;  
 May participate in on-the-job training for lower-level employees;  
 May install, update, and maintain basic office software packages that do not require specialized training;  
 May perform routine minor preventative maintenance on equipment as specified by manufacturer to insure efficient and effective operation.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; good knowledge of the use and operation of personal computers and related peripheral equipment; ability to operate an alphanumeric keyboard such as a typewriter or personal computer at an acceptable rate of speed (35 words per minute); ability utilize office software programs; ability to determine and set up appropriate document format, charts and tabular listings; ability to understand and carry out oral and written directions; ability to get along well with others; ability to plan and schedule activities; clerical aptitude; accuracy; tact and courtesy; physical condition commensurate with the demands of the position.

REVISED: 1/7/02; 10/14/14; 9/12/18; 9/15/22

CLASSIFICATION: COMPETITIVE

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES