

**YAKIMA COUNTY, WASHINGTON**  
**CLASS SPECIFICATION**  
**CLASS TITLE: Office Coordinator**

<b>BAND:</b> <b>B</b>	<b>GRADE:</b> <b>2</b>	<b>SUBGRADE:</b> <b>3</b>	<b>CLASS CODE:</b> <b>J23-1223</b>
<b>DEPARTMENT:</b> Varies	<b>ACCOUNTABLE TO:</b> Varies	<b>JOB FAMILY:</b> Administration - Clerical	<b>OVERTIME STATUS:</b> Non-Exempt

**JOB SUMMARY:** The Office Coordinator performs the more complex office support activities; evaluates and responds to difficult inquiries, complaints, and problems; coordinates major departmental functions and/or serves as a lead to lower-level office support staff.

**DISTINGUISHING CHARACTERISTICS:**

The Office Coordinator class is the fifth level of a seven-level office support classification series. The Office Coordinator class is distinguished from the Office Specialist class by responsibility for acting as a lead or supervisor to lower-level office support staff. The Office Coordinator class is distinguished from the Office Supervisor class which has full supervisory authority over staff performing operational, rather than defined work. The office support classification series is distinguished from the technical financial series by duties requiring less accounting background.

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample: (position assignments may vary.)	<b>BAND/ GRADE</b>
1	Serves as a lead to subordinate employees by training, assigning, prioritizing, reviewing, and monitoring the workflow of staff to ensure quality of work and services; provides guidance in processing of legal or other documents requiring specialized knowledge.	B2
2.	Coordinates major departmental functions such as training programs and coordinates activities between the department and other departments, agencies, or the general public.	B2
3.	Responds to complaints, problems, and inquiries of a difficult nature; refers issues requiring a higher level of decision making to a supervisor.	B2
4.	Processes complex documents requiring decisions based on experience.	B2
5.	Provides input in the employee selection process, performance evaluations, disciplinary actions, and development of operational procedures. Participates in the implementation of policies and procedures and in procedural problem resolution.	B2
6.	Maintains departmental records such as payroll, attendance, expenditure and/or billing records.	A1
7.	Performs other duties as required.	

**Knowledge of:** (position requirements at entry):

Knowledge of:

- Grammar, spelling and punctuation;
- File maintenance techniques;
- Customer service techniques;
- Terminology, laws, rules, regulations, and policies governing area of assignment; Office practices and procedures.

**Skills** (position requirements at entry):

Skill in:

- Assigning and monitoring work of others; coordinating department function activities;

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- Handling multiple tasks;
- Resolving problems; Applying customer service techniques;
- Creating and maintaining file systems;
- Applying record keeping techniques and practices;
- Preparing technical reports;
- Using proper grammar, spelling and punctuation;
- Performing basic mathematical calculations;
- Paying attention to detail and accuracy;
- Using office equipment such as phones, copiers, calculators and fax machines;
- Using computer and related software applications;
- Establishing and maintaining effective interpersonal relationships at all organizational levels and with the public;
- Communication, both oral and written, sufficient to exchange or convey information and to give and receive work direction.

### **Training and Experience** (position requirements at entry):

High School Diploma or General Equivalency Diploma (GED) and five years' experience in the area of assignment; or an equivalent combination of education and experience which provides knowledge, skills, and abilities sufficient to successfully perform the essential duties of the job.

### **Licensing Requirements** (position requirements at entry):

Some positions may require a valid US Driver's license;

Successful completion of a criminal, financial investigation and / or general employment verification;

Successful completion of specialty training and/or possession of specialty related certification is required within six months of appointment. This may include one or more certifications such as:

- NCIC (National Criminal Information Center) Certification;
- Law and Justice Academy Certification;
- Notary Public

### **Working Conditions:** Position may have the potential exposure to the following:

Environment: Pathogen exposure work in locked down facilities, exposure to hostile/angry individuals, work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, balancing, climbing, crawling, crouching, kneeling, hearing, smelling, talking, visual acuity.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting, most of the time.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

### **Classification History:**

New Class: 1/98

Revised: 1/1/99

Reviewed: 05/21

Revised: 01/23