

OFFICE SUPPORT SPECIALIST: The Office Support Specialist reports directly to the Office Administrator for the Deputy Executive Director and provides administrative and clerical support for academic affairs, workforce education, and strategic agency initiatives including the Early Childhood Access Consortium for Equity (ECACE) and Pipeline for the Advancement of the Healthcare Workforce (PATH). The position carries with it the following responsibilities:

1. Performance - Regular Assignments:

- a. Provide clerical assistance, including processing mail, data entry, document scanning, and maintaining filing systems, for divisions reporting to the Deputy Executive Director.
- b. Draft memos, reports, manuals, notices, agenda items, and other documents as appropriate in accordance with ICCB style and standards.
- c. Edit correspondence, reports, memoranda, manuals, and similar materials with responsibility for determining accepted ICCB format standards and correcting errors in sentence and paragraph structure, spelling, punctuation, and grammar.
- d. Function as backup switchboard operator and receptionist; screen calls and visitors for staff and route calls or messages to appropriate staff.
- e. Make arrangements for meetings and events following general instructions including scheduling space, copying and distributing materials to participants, taking minutes, and maintaining documentation of attendees.
- f. Develop and maintain contact lists and listservs.
- g. Collect, compile, and organize information for recurring reports.
- h. Assist in the creation of publications for internal and external audiences (brochures, posters, letterhead, fact sheets, etc.) in coordination with ICCB external affairs division.
- i. Monitor and provide updated information for ICCB website.
- j. Stock copiers and printers and provide routine copier and printer maintenance.
- k. Other duties as assigned by the Office Administer.

Minimum Qualifications

1. High school graduation or equivalent.
2. Any one or combination totaling two (2) years from the categories below:
 - a. College coursework work in any curriculum, as measured by the following conversion table or its proportional equivalent:
 - o 30 semester hours = 1 year
 - o Associate degree (60 semester hours) = 18 months
 - o Bachelor's degree (120 semester hours) = 3 years
 - b. Work experience performing office/clerical activities, including use of computer systems
3. One (1) year of work experience comparable to the second level of this series.

Additional Desirable Qualifications

1. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
2. Thorough knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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3. Demonstrated ability to communicate effectively, both verbally and in writing.
4. Ability to keyboard accurately at a rate of 40 net w.p.m.
5. Ability to operate standard office equipment and utilize various software packages.
6. Experience in or adequate knowledge of bookkeeping and accounting practices and procedures.