

OFFICE SUPPORT SPECIALIST: The Office Support Specialist reports directly to the Senior Director for High School Equivalency and provides administrative and clerical support for the high school equivalency (HSE) testing program. The position carries with it the following responsibilities:

1. Performance - Regular Assignments:

- a. Provide direct customer support for high school equivalency testing program including overseeing the HSE hotline and determining needs of HSE calls and personally responding to routine inquiries and requests.
- b. Provide assistance to in-person customers, including escorting them in and out of the building.
- c. Approve minor candidates for HSE completion according to agency policy.
- d. Utilize HSE systems and databases to assist staff to input and retrieve data pertaining to transcript and certificates requests.
- e. Follow-up on requests for information from statewide testing centers, vendors, and others.
- f. Compose memos, reports, manuals, notices, agenda items, and other documents as appropriate in accordance with ICCB style and standards.
- g. 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.
- h. Provide clerical assistance including processing mail, data entry, document scanning, and maintaining filing systems.
- i. Develop and maintain contact lists and listservs.
- j. Collect, compile, and organize information for recurring reports.
- k. Monitor and provide updated information on HSE testing for ICCB website.
- l. Stock copiers and printers and provide routine copier and printer maintenance.
- m. Open, distribute, and prepare mailings.
- n. Other duties as assigned by the Senior Director for High School Equivalency.

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.

Office Support Specialist (Continued)

2. Thorough knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
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.