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Office Technician
Office Specialist
Administrative Technician
Administrative Specialist

Office/Clerical

S01011 - A01014

DESCRIPTION OF OCCUPATIONAL WORK

Positions in the Office/Administrative Support series are composed of clerical/secretarial, technical, and administrative support levels, where assigned work is in support of an agency's office procedures/processes and/or specialized department functions. Work assignments for positions in this series range from basic clerical and secretarial support activities to the professional management of program-administrative support operations. Positions in this series typically are assigned a set of diverse administrative and technical functions. The diversity of assignments across positions in this series does not support classification to a class specialized in a particular operational function (such as accounting, personnel, materials management, public or customer relations), nor to a class requiring an understanding of a specific technical or program specific subject matter area.

Specific tasks and assignments of positions in this series are frequently unique from each other. The combination of actual duties assigned and job factors including the scope and impact of work, decisions/issues/problems handled, size/diversity of the employing agency, role in providing technical program information, the nature of work related contacts, responsibility for applying, interpreting and developing office policies or work procedures, and the nature of supervisory controls and work directives received determine the classification level of these positions.

Office Technician

S01011

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under immediate to general supervision, positions at this level are assigned a variety of basic clerical or secretarial activities in support of agency office, program, or administrative operations. Duties may be limited to one specific activity or include a variety of support activities such as sorting and distributing mail, data entry, word processing, typing, scanning/filing, answering and directing phone calls, reviewing information for accuracy, maintaining records, scheduling, and copying material.

Positions at this level are primarily concerned with assuring procedures are followed correctly and work is completed timely. Tasks are performed and problems solved within established and prescribed guidelines with little or no ability to change the procedures. Incumbents would not deviate from these instructions without consultation from a supervisor or higher-level position. The level of decision-making may include identifying the need for and seeking approval for deviations from established procedures. Work is reviewed on a regular basis to ensure accuracy, timeliness, and efficiency. Typically, work contacts involve agency-wide employees and/or individuals outside the agency where the purposes and discussions are clear and well established.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Schedules meetings or appointments; orders supplies, equipment, or publications to maintain office inventory and distributes.

Operates computer to perform word processing functions: types/transcribes, composes routine correspondence; formats, proofreads, and edits letters, reports, forms, or other materials from rough draft, corrected copy, or voice recording onto storage media. Records meeting minutes, performs transcription/dictation.

Operates data entry devices to transcribe data from source documents or records into computer storage and to verify accuracy of data entered by others. Sorts and batches forms, documents, and other records to be entered into computer storage to document the type and number of records entered, and to process work in a prescribed manner.

Greets and directs visitors and/or customers. Answers, screens, and routes phone calls to the appropriate person(s) and/or takes messages, may include multi-line phone systems.

Disseminates information in person, and by telephone, email, or correspondence pertinent to the activities of the immediate supervisor to provide requested responses and data to written inquiries, visitors, agency employees, and others.

Records, enters, and/or posts program data, financial/budgetary, and/or statistical information on forms or tables, in work registers, ledgers, journals, or logbooks, spreadsheets, or databases to maintain a record of office activities or transactions made and to facilitate the processing of the information.

Checks, codes, indexes and files/processes information to facilitate the identification or processing of material. Sorts, files and retrieves correspondence, records, reports, and other items from manual or automated filing systems to ensure uniform storage of and ready access to information.

Operates office equipment such as personal computers, reproduction and scanning equipment, multi-sorters, collators, calculators, posting and mailing machines, multi-line telephone systems, and associated software.

Purchases, checks, sorts, and delivers mail and other items to ensure proper distribution, storage, or further processing of these materials; verifies the accuracy or completeness of items received.

Computes various quantities and totals the amounts of various items received, sent, or used to provide numerical data pertinent to office operations or program accounts and ledgers.

Proofreads and corrects documents and other materials produced or received to ensure the accuracy, completeness, and acceptability of the materials before further processing.

[KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:](#) (These are needed to perform the work assigned.)

Knowledge of: the practices and procedures pertinent to office/clerical support operations; the methods of filing, record keeping, bookkeeping, and mailing; computer operations and standard software and hardware applications; the purpose and activities of the employing agency; the work unit policies and guidelines pertinent to office/clerical support operations; the functions and specialized terminology associated with the work unit and agency; grammar, spelling, capitalization, and punctuation to recognize and correct errors; the procedures of manual and electronic file maintenance, record keeping, and mail distribution.

Ability to: code/sort and file/retrieve records/documents established indexing/filing systems; identify similarities and differences between two or more sets of data; communicate in person, by telephone or email; communicate effectively with work unit supervisors, co-workers, other agency employees, and customers or visitors to exchange information; understand and apply instructions; compute/total figures involving the use of addition, subtraction, multiplication, division, percentages, and fractions; determine course of action to correct inaccurate or incomplete records/documents; file and record information using numerical, alphabetical, and other records keeping systems; maintain confidentiality of materials processed; operate standard office equipment; learn and explain agency office/clerical support operations, policies and guidelines; select and apply established office/clerical support policies, standards, and procedures.

[MINIMUM QUALIFICATIONS:](#) (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Coursework/training or experience in public contact, customer service, and/or performing and applying office/clerical support procedures, including the use of a personal computer, associated software, and office equipment.

[SPECIAL NOTES APPLICABLE TO OFFICE TECHNICIAN](#)

Some positions may require: a specific data entry keystroke speed or word processing speed; experience and/or training that is unique to the work assigned; applicants to be of a specific minimum age; a valid driver's license or the ability to provide independent authorized transportation; and/or criminal history background checks and other specific background check protocols for their agency.

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Office Specialist

S01012

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under general supervision, positions at this level perform a variety of detailed, time-consuming technical support activities to assist a section, unit, or immediate supervisor (usually mid-level or professional) with detailed portions of program, technical, or administrative operations or perform moderately complex clerical/secretarial support of a generalized or specialized nature. Duties are performed in accord with clear, applicable guidelines, relative to the employing agency's program-administrative functions. Positions at this level apply knowledge of standardized rules, policies, procedures, guidelines, or practices to plan and carry out tasks and resolve problems. Assignments involve related steps, processes, and methods which require selection from a limited number of options/choices. Some judgment is applied in locating, selecting, and applying these directives to specific cases, but there is limited latitude for the use of initiative and discretion in resolving issues. Some positions may require knowledge of technical terminology or special software programs to perform duties unique to the employing agency. Positions in this class are primarily concerned with assuring procedures are followed correctly and work is completed timely.

Incumbents typically interact with others within the agency who perform different functions and kinds of work or with those outside the agency to provide information or to conduct customer service functions. Positions may perform some basic office support activities but would not be assigned this work the preponderance of time; may serve as a mentor or guide the work of positions in a lower level.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Examines and processes forms, applications, documents, and reports, calculates associated fees or other billings, and responds to requests and inquiries, related to permitting, licensing, application, certification, registration, or other agency program-administrative processes and operations.

Screens documents against set requirements, comparing them with established references and guidelines, and verifies their accuracy and completeness to determine eligibility for the issuance of licenses, certificates, permits, or other official documents.

In accord with clear guidelines, provides internal and external customers with information, assistance and services; explains what is required to obtain or retain state issued certification, license, registration, or services. Discusses problems or deficiencies to provide information or explain regulations and requirements.

Collects and deposits fees, issue receipts and refunds, and balances figures on monthly reports; searches for, gathers, and verifies information and documents for reports.

Prepares invoices and payment of claims, requisitions, purchase orders. Reviews and processes claims from vendors, contractors, medical providers, and others for reimbursement or payment under various state programs.

Compiles and checks documents, records, and reports to confirm accuracy, completeness, and status of information, to process requests or transactions, and/or to provide the supervisor or other employees with information.

Prepares reports, documents, and/or presentations through the manipulation of data.

Searches/identifies and summarizes pertinent data from statistical, financial, work activity, administrative, and/or program records; creates forms, documents, textual-numerical-graphic material, to assist others in collecting and presenting information for decision-making.

Enters, updates, retrieves, and deletes current and archival data, files, records, and documents within hard copy or electronic databases or other record keeping systems; maintains equipment or material procurement, tracking, inventory, or other records.

Prepares packets of information/material relative to agency activities, actions, or requests for distribution to the public, customers, clients, vendors, agency representatives, or contractors.

Coordinates people, equipment, location, and supplies for meetings, hearings, and/or conferences; prepares transportation and lodging reservations and travel vouchers.

Contacts agency or other state/local government employees to obtain operational assistance or to relay and verify information on resources available; operates specialized communication equipment (e.g., electronic, audio and/or visual devices).

Implements program-administrative service monitoring/evaluation processes to provide the means for the supervisor to determine the effectiveness of operations directed and associated problems.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the practices, procedures, and equipment used in secretarial/clerical support operations; record keeping practices and database management; administrative reporting formats; customer service processes and principles; the program-administrative policies and guidelines; specialized processes and terminology associated with assigned work; grammar, punctuation, spelling, and composition for general business and specialized purposes; word and data processing software.

Ability to: communicate in person and by telephone, email, and correspondence to exchange information and ideas; interact effectively with persons of diverse backgrounds; summarize technical data and results of research and tracking activities into reports; prepare, proofread, and correct errors in information, documents, reports; understand and apply instructions and program-administrative policies and directives; implement decisions made and take actions selected by others to achieve work objectives, performance goals, and priorities; learn the organizational structure, mission, and activities of the employing agency; learn agency policies and procedures pertinent to the work assigned; maintain confidentiality; maintain accurate records and documentation.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Coursework/training in administrative/office support functions, procedures, and methods including the operation of personal computers and office equipment; or areas related to the programs and functions of the employing agency.

OR

Experience in customer service or public contact; or applying criteria/regulations; and/or performing administrative/office/secretarial support work including use of personal computers and office equipment.

SPECIAL NOTES APPLICABLE TO OFFICE SPECIALIST

Some positions may require: experience and/or training that is unique to the work assigned; a specific data entry keystroke speed or word processing speed; a valid driver's license or the ability to provide independent authorized transportation; and/or criminal history background checks and other specific background check protocols for their agency.

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Administrative Technician

S01013

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under general supervision, positions may provide varied advanced technical/administrative support for a mid-level to high-level manager or unit in the processing, coordinating, tracking, and monitoring of program-administrative functions or perform technical processing activities in specialized department functions. Work products or services affect the accuracy, reliability, and efficiency of unit or agency program/administrative operations of the employing agency.

The systems, operations, and processes under which work is performed are established and defined where positions typically utilize multiple sources of information to perform tasks, applying knowledge of different and unrelated processes, where actions and work involve decisions requiring a more thorough understanding of the context and operations of the organization to complete assignments. Some positions may require knowledge of technical terminology or special software programs to perform duties unique to the employing agency. Positions in this class have more flexibility and latitude in adapting practical approaches or work sequences to efficiently perform assigned work, with periodic review by the supervisor or work leader, but consults with the supervisor prior to implementing most decisions or resolving unusual circumstances.

Interpersonal contacts include unit staff, division staff, other agency divisions, agency customers, peers at other agencies, and/or representatives of public officials to answer questions/relay information, exchange or obtain information, resolve more complicated processing issues, ensure compliance with applicable policies, explain policies and procedures, coordinate activities, or report data. Positions may be an individual contributor, work leader, or have administrative supervisory responsibility for one to two support positions.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Performs administrative support activities for the employing agency, or to support a board, commission or council, such as collecting/reviewing information and writing responses to inquiries or complaints of potentially sensitive nature; composing or tracking preparation of administrative, operational or similar reports or informational summaries concerning workload, budgeting, grants, staffing or legislative topics; arranging schedules and agendas, organizing conferences, recording minutes, and preparing a written record of proceedings for various meetings.

Collects, compiles, and/or extracts information and/or data from computers, databases, statistical, accounting, administrative, and/or other records and documents; compiles records and creates reports, charts and/or graphs through word processing, spreadsheet, or database software to display information in a readable format and to provide the immediate supervisor and management officials with information for making decisions.

Installs, maintains, and/or modifies manual and computerized tracking/monitoring or evaluation processes or files for assigned programs or functions; monitors status of projects and/or costs/expenditures relating to these programs/functions; takes action to facilitate attainment of goals and deadlines.

Prepares documents, reports, or presentations requiring the use of advanced software features that includes integration of spreadsheets, macros, queries, charts, graphics, tables and multiple databases.

May test and review software programs, provide input for refinement or modification, or validate electronic test files.

Provides end user support and training to internal and external customers regarding the software applications, business processes, and technical procedures used by the assigned department or division. Creates and updates operational and training manuals for internal and external users of department or division business systems.

Provides advice and consultation with lower level clerical and technical support positions where decisions require the application of program knowledge to assist with processing activities; provides detailed responses to questions on program services, application procedures, or processing steps.

Coordinates interagency, community relations, public relations, and general informational contacts and activities to promote public awareness of program-administrative functions or activities of the employing agency.

Gives feedback on work processes/methods and participates in process improvement projects. May assist with training and guiding the work of others.

May review applications for health care or health related professional licenses, certifications and registrations. Evaluates information to determine if applicants meet statutory and regulatory requirements.

Plans, organizes, and implements work assignments, as directed, in various administrative service areas such as accounting, budgeting, grants, personnel, legislation, or public relations, to meet goals and objectives.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the program-administrative policies and guidelines of the employing agency; administrative and office processes and procedures and associated computer applications such as word processing, file management, record keeping, and database management; customer service processes and principles; specialized processes and terminology associated with assigned work.

Skill in: active listening; asking questions; understanding instructions; using word processing; creating spreadsheets, charts, graphs, and reports; managing time, schedules, and priorities; monitoring and assessing program performance; applying critical thinking techniques.

Ability to: formulate and recommend alternative courses of action; communicate and exchange information and ideas with others; interpret and apply policies, procedures, and regulations; create charts, graphs, and/or reports using word processing or other computer applications; summarize technical data and results of research into reports; track and monitor information; retrieve information from a variety of sources; coordinate resources and people; maintain confidential records.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Coursework/training or experience related to research, presentation, or publication in an area related to the programs or functions of the employing agency; business administration; accounting; customer service; and/ or technical support work, including use of computer software such as word processing, spreadsheets, and database management.

SPECIAL NOTES APPLICABLE TO ADMINISTRATIVE TECHNICIAN

Some positions may require: experience and/or training that is unique to the work assigned; a valid driver's license or the ability to provide independent authorized transportation; and/or criminal history background checks and other specific background check protocols for their agency.

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Administrative Specialist

A01014

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under limited supervision, positions at this level have independent responsibility to manage the day to day operations of an agency program-administrative or technical function. Work products or services provided affects the design of unit or agency operations, systems, programs, or services provided. Positions are responsible to direct technical and/or administrative processes through planning including establishing administrative procedures for assigned area, determining work processes and potential staffing needs/assignments, and monitoring quality of work. Typical positions under this capacity may serve as an office manager for a small agency with a singular mission or a district/regional office; lead or supervise a unit of at least three technical/administrative support FTE on a regular and recurring basis; or provide specialized program assistance through statistical research and analysis or management analysis to assist a program manager or administrator with program planning and evaluation.

Incumbents in this class are expected to utilize knowledge of an extensive body of complex and diverse rules/regulations, procedures, guidelines and sources to perform work and resolve issues. They use judgment and discretion in interpreting and adapting regulations and guidelines to specific cases and to determine the appropriate course of action. They may function as a technical expert to resolve issues where there is a conflict in guidelines or an unprecedented issue not covered by guidelines. Positions have the authority to determine the appropriate course of action and resolve issues.

Interpersonal contacts include the support staff, professional and managerial positions internal and external to the agency, the public, community partners, agency stakeholders inside and outside of state government, and/or representatives of public officials to interpret and explain program/administrative policies, processes, and guidelines; resolve conflicts, negotiate, or to plan and manage assigned operations. Positions may be an individual contributor, work leader, or have administrative supervisory responsibility. The preponderance of work time for any Administrative Specialist position would not reflect conventional clerical/processing duties.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, organizes, and implements work assignments in various administrative service areas such as accounting, budgeting, grants, contracts, personnel, legislation, public relations, or in program operational and interagency/intergovernmental liaison areas, of the employing agency or an assigned function to meet goals and objectives.

Advises senior administrators and managers and other employing agency employees and external persons on matters pertaining to substantive program-administrative functions and processes to provide interpretations of the agency's or assigned function policies and procedures and to intercept and/or mitigate adverse reactions, concerns, or pressures.

Designs work procedures and operations to be used by program-administrative staff to ensure the proper use of staffing, equipment, information, and material resources. Coordinates workflow and schedules office operations/support staff activities to facilitate the management of assigned program technical operation.

Determines applicability of and explains policies, procedures, and processes pertinent to program and/or administrative functions to agency employees, state and local officials and employees, and the public to answer their inquiries and to facilitate proper application of these directives and processes; evaluates policies, procedures, and processes and applies them to situations to make determinations.

Conducts surveys and literature searches and examines existing files/records to gather data for analysis; consolidates and evaluates data, summarizes results, and prepares non-standard written reports that include findings, conclusions, and recommendations.

Investigates operational problems and recommends corrective actions such as policy, process, or procedural changes, forms revision, shifts in work distribution, and changes in organizational structure to increase the efficiency and effectiveness of work activities.

Drafts policies/procedures and makes revisions if laws/regulations change; monitors the program's compliance with rules/procedures and goals/objectives established by the manager/ administrator; assumes hands-on program responsibility/accountability.

Develops and implements monitoring/evaluation procedures to oversee the effectiveness of the program-administrative processes and to identify any associated problems.

Represents the immediate supervisor at task force, management team, inter-agency, commission, council, and board meetings to relay the supervisor's position on given issues.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: federal and State laws and regulations governing work assigned; office management and record keeping methods and practices; administrative report preparation practices; research and administrative survey techniques; work planning and organizing; business computer and communication systems.

Ability to: interact with immediate supervisor and senior managers, employees, and the public to gain their cooperation and to establish work relationships; formulate and recommend modifications to operational directives to attain agency goals; apply management practices, techniques, and methodologies to assigned activities; collect, assemble, and analyze facts and draw conclusions to recommend solutions to problems; identify and interpret program-administrative requirements, policies, and regulations to provide guidance and advice; organize and present facts and opinions to managers and groups; learn the structure, functions, goals, and policies of the employing agency.

[MINIMUM QUALIFICATIONS:](#) (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

At least one year of post high school coursework or experience in: administration, office management, accounting, finance, planning, policy analysis and implementation, administrative/management analysis, operations research, program evaluation, research, or similar fields or in a field related to the programs or functions of the employing agency.

[SPECIAL NOTES APPLICABLE TO ADMINISTRATIVE SPECIALIST](#)

Some positions may require experience and/or training that is unique to the work assigned; a valid driver’s license or the ability to provide independent authorized transportation; and/or criminal history background checks and other specific background check protocols for their agency.

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[SPECIAL NOTES APPLICABLE TO ALL LEVELS:](#)

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

[Established: July 2021](#)

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date