

CLASS TITLE: REPORT SPECIALIST

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for completing and/or processing administrative reports, responding to information requests, performing communications related functions, and other related assigned duties.

ESSENTIAL TASKS:

- Utilizes advanced computer software packages to process and expedite reports
- Reviews reports and/or complaints (such as 311) to determine further action as directed
- Assists the public with non-emergency or non-police related information who walk-in or call in to City facilities
- Communicates with City employees and the public as necessary
- Creates, routes, tracks, files, and maintains generated service requests
- Assists with the administration of various departmental programs
- Leads projects and/or research
- Assists with distribution of reports and other documents to various facilities as needed
- Assists with creating, updating, and maintaining records and databases
- Assists with the department/division budget preparation
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED), and five (5) years of increasingly responsible office or administrative experience, including two (2) years in a law enforcement related field and/or handling confidential or complex information; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and one (1) year employment in the position.

Knowledge, Abilities, and Skills: Considerable knowledge of services provided by the City; considerable knowledge of state statutes, city ordinances, regulations, and policies and procedures, considerable knowledge of word processing, database, and/or spreadsheet software packages. Ability to work independently; ability to work under pressure; ability to communicate clearly and effectively both verbally and written; ability to understand and influence the behavior of others within the organization, customers, or the public to achieve job objectives and cause action or understanding. Skilled in the application of effective customer service principles; skilled in operating a personal computer and/or other office equipment; skilled in organizing and recording information.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, sitting, reaching bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License.

WORKING ENVIRONMENT: Working environment is primarily in an office setting and may be required to travel to various City locations.

Class Code: 6551

EEO Code: N-06

Pay Code: OT-18

Group: Clerical and Administrative

Series: Data Processing and Information Services

Effective Date: December 3, 2018