



Office Specialist – Public Works

Job Description

Department: Public Works
Position: Career Service
Grade: 715
Supervisory: No
Reports to: Business Manager – Public Works

Summary

Under close to general supervision of the Business Manager – Public Works, provides first-contact customer service and performs a variety of clerical and office support duties to expedite day-to-day operations of the Public Works Department. Incumbents at this level perform duties at an entry or training level, performing routine tasks that are less complex or detailed than those performed at the full performance level.

Essential Functions

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

1. Receive, screen and direct incoming phone calls for a multi-line phone system; assist visitors and callers by providing information and directing them in correct processes; provide initial response to questions, complaints or problems following established communications and information sharing policies, practices or procedures.
2. Receive calls from county-wide departments to schedule work orders related to building maintenance, telephone services, or engineering related needs or projects; perform data entry to create a work order and distribute to appropriate divisions; maintain and produce daily maintenance schedule for building division.
3. Provide clerical and administrative support to personnel from multiple divisions; type or otherwise create letters, statements, narrative and statistical reports, minutes, agendas, and other documents as requested; process, sort, and distribute incoming and outgoing mail; order and maintain office supplies.
4. Prepare and issue receipts for funds collected for facilities reservations, parks usage, permit fees, maps, surplus equipment, sales at the front counter, and other departmental transactions.
5. Monitor and maintain department library; perform general literature inventory reviews; index and document new manuals or books.
6. Maintain various department personnel records including driver's license status, and emergency contact information; create and maintain county-wide telephone directory for downloading by other departments.

For Office Use Only

Job Code: 6876
Job Title: Office Specialist – Public Works
FLSA: Non-Exempt
Effective Date: 11/21/2025
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

7. Serve as primary point of contact for scheduling the use of County parks and pavilions; monitor scheduled events and apprise renters of upcoming commitments; collect rental and reservation fees.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, and basic spreadsheets
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to understand and follow clear work instructions
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to multi-task

Supervisory Responsibility

This position has no direct supervisory responsibility.

Work Environment

This job operates in a professional office environment. This position requires regular contact with the public which exposes incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift or move supplies weighing up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

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Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. One (1) year of general clerical support work experience.
3. Equivalent combinations of education and experience may also be considered.

Preferred Eligibility Qualifications

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

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Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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