



Job Title	Business Support Specialist II	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	2	Job Code	19532

Class Specification – Business Support Specialist II

Summary Statement:
 The purpose of this position is to perform a wide variety of general technical support duties in support of an assigned division or program; and to provide general information and assistance to the public regarding City policies and procedures.

DISTINGUISHING CHARACTERISTICS:
 This is the full journey level class within the Business Support Specialist series. Employees within this class are distinguished from the (I level) by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from level I, or when filled from the outside, have prior experience.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
50%	Performs a variety of general technical support duties in support of assigned department, division, or team. Documents standard operating procedures, prepares reports, compiles data for analysis, coordinates activities, investigates and resolves problems and handles special projects as assigned.
25%	Performs duties in both group/team and individual contributor settings. Operates a personal computer for use of word processing, spreadsheet and database management, and presentation applications. Performs data entry; enters and pulls information from a variety of systems and reviews reports for accuracy. Supports new ideas and serves as part of the implementation team.
25%	Works under general supervision. Follows detailed instructions, standard operating procedures and desk manuals and reports any deviation to lead/supervisor. Serves as intake for questions and issues in the department and refers complex items to higher levels in the department/division. Identifies and reports quality concerns.



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<p>Competencies Required:</p> <p>Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.</p> <p>Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.</p> <p>Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.</p> <p>Writing: Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.</p>
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<p>Technical Skills Required:</p> <p>Standardized Skill Requirements: Work requires the use of standard technical skills appropriate to the work environment of the organization.</p>
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<p>Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.</p> <p>Education: Equivalent to completion of the twelfth grade (high school diploma or GED).</p> <p>Experience: Three years of full-time clerical or business support experience.</p>

<p>Education and Experience Equivalency</p> <p>One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.</p>



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Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:
 Work requires the occasional direction of helpers, assistants, seasonal employees, interns or temporary employees.

Supervision Received:
 Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:
 This job title has no budgetary responsibility.

Physical Demands:
 Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never



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Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: June 2021