



Staff Services Officer

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
STAFF SERVICES OFFICER I	1550	B17	\$42,976 - \$64,469
STAFF SERVICES OFFICER II	1551	B18	\$45,521 - \$71,055
STAFF SERVICES OFFICER III	1552	B19	\$48,244 - \$76,028
STAFF SERVICES OFFICER IV	1553	B20	\$51,158 - \$81,351
STAFF SERVICES OFFICER V	1554	B21	\$54,278 - \$87,046
STAFF SERVICES OFFICER VI	1555	B23	\$61,184 - \$99,658

GENERAL DESCRIPTION

Performs staff services work across multiple staff and business services functions, such as human resources, accounting, budgeting, purchasing, training, payroll, travel, records management, and property management.

DISTINGUISHING CHARACTERISTICS

The Staff Services Officer job classification series is intended for employees responsible for multiple staff and business services functions and should not be used for employees who are responsible only for the operation of one particular functional area. This series is typically found in smaller agencies and in satellite or district offices of larger agencies.

This series is not intended for positions that primarily involve duties and responsibilities related to human resources, accounting, budgeting, purchasing, training, payroll, travel, records management, and property management. If these responsibilities represent the majority or primary duties of the position, other job classification series may be more appropriate, which can be found in relevant occupational categories such as Human Resources; Property Management and Procurement; and Accounting, Auditing, and Finance. Job classification series in these occupational categories encompass the specific job functions associated with these areas.

EXAMPLES OF WORK PERFORMED

Performs work across multiple staff and business services functions, such as human resources, accounting, budgeting, purchasing, training, payroll, travel, records management, and property management.

Provides technical assistance to division directors, section managers, and staff related to various staff services functions.

Prepares, edits, and distributes correspondence, reports, forms, and documents.

Orders merchandise, supplies, and equipment in accordance with state and agency requirements.

Coordinates and schedules travel for agency employees and serves as travel coordinator.

Analyzes internal processes and assists with recommending and implementing procedural or policy changes to improve operations.

Coordinates, participates and assists with developing job postings and screening applicants; and answers policy and procedure questions on promotions, demotions, merit increases, disciplinary actions, transfers, and discharge of employees.

Processes employee payroll changes, handles employee leave requests, and serves as a leave coordinator.

Maintains equipment, materials, and supplies.

Plans and conducts workshops and/or training programs.

Prepares and tracks all procurement requests in accordance with all state and agency requirements.

Processes purchase orders, coordinates and monitors expenditures, and maintains inventory.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level VI may also perform work listed within the previous levels.

Note: *Factors that may distinguish between journey levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related work experience, education, and certifications. Other factors may include the type, scope, nature, complexity, and/or impact of the assigned work. Employees at the journey levels may independently perform the full range of work identified within current or previous levels and may assist others in performing work of greater complexity.*

STAFF SERVICES OFFICER I: Performs routine (journey-level) staff services work across multiple staff and business services functions. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may have limited experience or no experience, may spend the majority of their time performing simple to routine work following standard procedures, and may assist other staff in performing work of greater complexity.

STAFF SERVICES OFFICER II: Performs moderately complex (journey-level) staff services work across multiple staff and business services functions. Works under general supervision,

with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard and may also assist other staff in performing work of greater complexity. Employees at this level may:

- Coordinate varied records processing activities requiring the application of well-defined policies and procedures.
- Respond to inquiries and interprets rules, regulations, policies, and procedures.
- Develop and maintain records and filing systems, which include performing records retention work and coordinating with staff on disposal of records according to the agency retention schedule.
- Perform facilities management functions such as submitting work order requests, completing facilities reports, and monitoring the entry and security systems.

STAFF SERVICES OFFICER III: Performs complex (journey-level) staff services work across multiple staff and business services functions. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at previous levels and may routinely assist other staff in performing work of greater complexity. Employees may:

- Plan and coordinate special and administrative assignments and programs.
- Coordinate activities among management and staff in identifying issues and facilitate appropriate action.

***Note:** A senior-level employee (levels IV-VI) may serve in a lead role; however, lead responsibilities within this job classification series will be typically found at level V or VI, depending on the structure and size of the supervised workgroup.*

Senior-level employees may perform the full range of work identified in the levels preceding their own and may oversee or coordinate that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight; the complexity of the work performed; the type, scope, nature, or impact of the assigned project(s); and the employee's related work experience and education.

Typically, employees at the higher levels within the series oversee complex and critical staff services work that may cross several major staff services functions and/or divisions in which the work is not directly related and/or may be responsible for supervising staff.

STAFF SERVICES OFFICER IV: Performs highly complex (senior-level) staff services work across multiple staff and business services functions. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Plan and coordinate agency services with federal, state, and local authorities.
- Prepare and review operational and special reports.
- Develop policies and procedures.

STAFF SERVICES OFFICER V: Performs advanced (senior-level) staff services work across multiple staff and business services functions. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Develop programs and adjust methods and procedures to comply with legislative or other changes.
- Analyze internal processes; recommend and implement procedural or policy changes to improve operations.
- Review the agency's activities and policies; and interpret and ensure compliance with applicable federal, state, and local laws, rules, and regulations.

STAFF SERVICES OFFICER VI (Added 9-1-2025): Performs highly advanced (senior-level) staff services work across multiple staff and business services functions. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

Employees at this level:

- Monitor contracts to ensure compliance with all state and federal rules.
- Prepare annual operating budget and project yearly spending.
- Serve as Historically Underutilized Business (HUB) coordinator.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in office management, business administration, human resource administration, or budget preparation work. Graduation from an accredited four-year college or university with major coursework in human resources, public or business administration, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of agency programs, policies, and procedures; the methods, principles, and practices of the agency; fiscal or budgeting techniques and practices; and office management and human resource administration.
- Skill in coordinating activities, in the use of a computer and applicable software, in writing and editing technical reports, and in critical thinking.
- Ability to study and evaluate programs and propose recommendations; to communicate effectively; and build, establish, and maintain effective working relationships.

Additional for Staff Services Officer II – VI levels

- Skill in training and development, both in classroom and office settings.
- Ability to interpret and apply agency policies and procedures, to analyze and solve work problems, and to provide guidance to others.

Additional for Staff Services Officer IV – VI levels

- Ability to make decisions affecting the operation of administrative services functions, to manage strategic projects and large-scale operational changes, and to provide guidance and oversee the work of others.