

# NEW CASTLE COUNTY GOVERNMENT

Number 0391

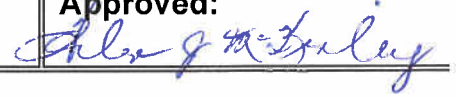
## CLASS SPECIFICATION

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Date 02/28/11

**Title:** SPECIAL SERVICES WORKER II

**Approved:**



GENERAL STATEMENT OF DUTIES: Performs specialized or semi-skilled work performing various assignments and duties within the Department of Special Services; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs a variety of specialized or semi-skilled work providing assistance to the Department of Special Services. The work involves special knowledge of programs and facilities. Experience related to the duties performed is preferred since some knowledge of programs may be required. This employee works under general supervision.

EXAMPLES OF WORK: (Illustrative only)

- Delivers materials and supplies to various sites;
- Performs general office and clerical duties;
- Greets visitors and oversees a reception area at a facility or location;
- Acts as cashier to take user fees or sell tickets;
- Performs general custodial and cleaning duties;
- Operates related equipment or vehicles, when necessary;
- Operates small trim mowers, utility vehicles and ball field machines;
- Performs maintenance work;
- Assists skilled positions in the performance of their duties;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of the rules and regulations of the area to which the employee is assigned; ability to communicate courteously and effectively, both verbally and in writing; ability to get along with other employees; ability to follow oral and written directions; ability to keep simple records and reports; good judgment; courtesy; dependability.

MINIMUM QUALIFICATIONS: At least one (1) year experience in work related to the duties performed and possession of a high school diploma or GED; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: If it is required of the duties of the position, possession of a valid Delaware Class D Driver's License or its equivalent and completion of an internal operator's training program administered by the Department of Special Services. Must pass a Class III County physical examination if required of the duties of the position. Must pass a drug screening and criminal background check.

HISTORY OF REVISIONS:

Established: 60/01/98  
Revised: 05/01/03  
Revised: 12/20/05  
Revised: 02/28/11