

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Office Assistant I
Department: Various

Range: 14-U
FLSA Status: Non-Exempt
Represented
Date: April 2022

GENERAL STATEMENT

Performs a variety of routine clerical, secretarial and administrative work in keeping official records, providing administrative support to the public and City staff.

SUPERVISION RECEIVED:

Works under the close supervision of a Department Director in the department to which the position is assigned.

SUPERVISION EXERCISED

May provide limited supervision to students, interns and seasonal employees.

POSITIONAL ESSENTIAL DUTIES AND RESPONSIBILITIES

Composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness. Requires important attention to detail while processing a high volume of work with minimal errors.

Inputs data to standard office and department forms; makes moderately complex postings to accounts; compiles statistical data for various reports; compiles timecard records.

Schedules meeting rooms and other facilities as requested. Schedules appointments, coordinates travel plans for staff.

Prepares records such as notices, minutes and performs other associated administrative and clerical duties.

Establishes and maintains filing systems, control records and indexes.

Receives the public and answers questions; responds to inquiries from employees, citizens, customers, agents, attorneys, etc. and refers, when necessary, to appropriate persons.

Receive and distribute incoming interoffice mail, process outgoing mail.

Processes invoices for payment and maintains appropriate records.

Receives service requests and assists with service scheduling.

Monitors department webpage.

Procures department materials and supplies; maintains inventory.

Answers in-coming calls and routes callers or provides information as required.

Promotes and maintains excellent public relations through all modes of communication with the public, other departments and external agencies.

Serves as liaison with outside service providers.

Operates listed office machines as required.

PERIPHERAL DUTIES

Assists other staff as needed.

Assists with updating and organizing department operational guidelines.

Assists with maintaining and administering department security measures.

Operates a vehicle to run departmental errands and serve as back-up for mail processing.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS

Education and Experience:

Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping.

One (1) year of increasingly responsible related experience.

Equivalent combination of related education and experience may be considered.

Special Requirements:

Possession of or ability to obtain a valid state driver's license within a time limit prescribed by the City.

Must successfully pass a criminal history background check and the record must be clear of any criminal convictions for crimes which would preclude the individual from performing the essential job duties and responsibilities. Must be able to pass the department's security clearance standards for unescorted access to certain City facilities.

Knowledge, Skills & Abilities:

- Working knowledge of computers and electronic data processing.
- Working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- Skill in the operation of the listed tools and equipment.
- Ability to use personal computers and software, including word processing, spreadsheets, databases, and departmental specific programs.
- Ability to perform cashier duties accurately.
- Ability to remain calm and work to resolve stressful situations.
- Ability to communicate effectively verbally and in writing with supervisors, employees, customers and the general public.
- Ability to establish positive and cooperative working relationships with City staff, other organizations, outside service providers and the general public.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheet, and databases; standard office equipment i.e., calculator; copy and fax machine; standard communication devices, and a city vehicle.

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. Reasonable accommodations will be made to meet the needs of qualified individuals with limitations who can perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Ability to drive.

WORK ENVIRONMENT

While performing the duties of this job, the employee routinely works in an office setting with a noise level rating of quiet to moderate.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Created: 2018. Revision History: 2022