

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Office Assistant II **Range:** 17A – Represented

Department: Various

Date: April 2024 **FLSA Status:** Non-Exempt

GENERAL STATEMENT

Performs a variety of routine and complex clerical and administrative work in keeping official records, providing administrative support to the public, City staff and other public agencies. Typical examples of duties include, but are not limited to: information and referral, event planning, fundraising, marketing, program coordination, newsletter, and bookkeeping, in addition to assisting with the administration of the department policies and procedures.

SUPERVISION RECEIVED

Works under the close supervision of a City Administrator, Department Director or Manager; may receive direction from a higher classification dependent upon the department to which the position is assigned.

SUPERVISION EXERCISED

May provide limited supervision to volunteers, students, interns and seasonal employees and serve as a lead to lower classifications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Composes, types, and edits a variety of correspondence, reports, memoranda, and other materials 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 timesheet records.

Schedules meeting rooms and other facilities as requested. Arranges and sets up furniture and equipment as needed. Schedules appointments, coordinates travel plans for staff.

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

Selects, composes and edits articles for the City newsletter; arranges for printing and mailing; takes photos to post on social media. Monitors department webpage.

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

Establishes and maintains filing systems, control records and indexes.

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.

Procures department materials and supplies; maintains inventory.

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

Dependent upon department to which assigned serves as back-up for the Utility Billing Account Clerk; collects payments for permits, utility bills, court fines and other fees; issues receipts; issues routine non-technical permits.

Dependent upon department to which assigned plans the summer park recreation program: recruits, selects and monitors seasonal employees; coordinates special events; coordinates the use of athletic fields for City-wide leagues and recreation programs; oversees preparation of sports fields.

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

Attends/presents at various community events providing and promoting department programs. Serves as liaison with outside service providers.

Operates listed office machines as required.

PERIPHERAL DUTIES

Dependent upon department to which assigned assists Municipal Court 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 move between facilities.

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. Department specific education preferred.

Two (2) years of increasingly responsible related experience. Equivalent combination of related education and experience may be considered.

Special Requirements:

Possession of or ability to obtain and maintain a valid state driver's license within a time limit prescribed by the City and to be insured by the City's auto liability carrier.

Certification as a Notary Public in the State of Oregon if required by department to which assigned.

Cash handling experience.

Ability to report to work regularly and on-time, as well as to work flexible hours.

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 principles and practices of a modern office, organization, planning, records management, accounting and general administration.
- Working knowledge of computers and electronic data processing.
- Working knowledge of food service planning methods.
- Computer skills at an intermediate level with Word, Excel and Outlook and other departmental specific programs.
- Good analytical and problem-solving skills.
- Strong customer service and organizational skills.
- Skill in the operation of the listed tools and equipment.
- Ability to exercise good judgment and make independent decisions in-line with standard operating procedures.
- Ability to perform cash handling responsibilities accurately and securely.
- Ability to remain calm and work to resolve stressful situations.
- Ability to be creative and innovative.
- Ability to present themselves professionally in both demeanor and dress.
- Ability to establish positive and cooperative working relationships with department members, other City staff, other organizations, outside service providers and the general public.
- Ability to safely operate vehicles assigned to the Center.

TOOLS AND EQUIPMENT USED

Personal computer including word processing; database; spreadsheet; email; department specific software programs and various social media applications; Internet; copy machine with scanning, faxing, and printing features; various communication devices, and equipment and vehicles assigned to the department.

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; drive; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Depending upon department to which assigned, an employee may frequently work in an environment that is a medium level traffic area and can change to be an environment where the individual can also be completely alone. The employee may occasionally be in a work environment that is near moving mechanical parts; and, can potentially be subject to variations in temperature dependent upon the desk location.

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. An employee in this classification will require the ability to remain calm in stressful situations; well-developed coping skills are required. Working schedule will require flexible scheduling.

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.

Revision History: Created November 2017; Revised: April 2021, April 2022, April 2024.