

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Office Assistant III
Department: Various

Range: 19A – Represented

Date: April 2022

FLSA Status: Non-Exempt

GENERAL STATEMENT

Performs a variety of routine and complex clerical, secretarial 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, bookkeeping, client/customer services and case/incident management in addition to assisting with the administration of the department policies and procedures.

SUPERVISION RECEIVED

Works under the close supervision of the City Administrator or a Department Director; 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 in the department to which assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Composes, types, and edits a variety of correspondence, records, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness. Selects, composes and edits articles for the City newsletter; arranges for printing and mailing.

Dependent upon department to which assigned, serves as backup to City Recorder and attends meetings and transcribes minutes as required. Also assists City Recorder in preparation of Council meeting packets.

Dependent upon department to which assigned, performs City-wide network enhancements and upgrades upon direction of the IT Manager.

Dependent upon department to which assigned, serves as City's initial contact with the public for planning matters and refers them to Clackamas County for implementation of City/County Planning Contract.

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.

Dependent upon department to which assigned, schedules and coordinates the use of athletic fields for City-wide leagues and recreation programs; oversees preparation of sports fields.

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. 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.

Independently manages special projects assigned by City Administrator or Department Head.

Dependent upon department to which assigned, posts departmental materials on the City's website, ensuring accuracy of content and relevancy of the material. Monitors and places information on approved social media platforms.

Serves as department's initial contact to the public through a variety of methods. Receives 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. In Administration serves as keeper of master keys keeping accurate inventory.

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.

Projects a positive image of the City and the department by addressing all matters with professionalism in tone and manner and with unflinching tact and diplomacy. Promotes positive public relations.

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 other staff as directed or needed.

Participates as department representative on various City committees.

Assists with updating and organizing department operational guidelines.

Assists with maintaining and administering department security measures.

Operates a vehicle to travel between City facilities and runs departmental errands.

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:

Associates degree or equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping. Department specific education preferred.

Five (5) years of increasingly responsible related experience.

Equivalent combination of related education and experience may be considered.

Special Requirements:

Must successfully pass a criminal history and credit background check.

Possession of, or ability to obtain by date of hire, a valid state driver's license with a clean driving record to ensure insurability.

Must be able to pass the department's security clearance standards for unescorted access to certain City facilities.

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

Cash handling and reconciliation experience.

Ability to report to work regularly and on-time, as well as to work flexible hours; subject to call-in dependent upon department to which assigned.

Knowledge, Skills & Abilities:

- Considerable knowledge of computers and electronic data processing.
- Considerable knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- Advanced knowledge of City technology and operating programs.
- Skill in the operation of the listed tools and equipment.
- Ability to perform cashier duties accurately.
- Ability to remain calm and work to resolve stressful situations.

- Ability to use personal computers and software, including word processing, spreadsheets, databases, City-wide network, website development and departmental specific programs.
- Ability to maintain confidentiality of all protected/sensitive information.
- Ability to communicate effectively verbally and in writing with supervisors, employees, clients/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.
- Ability to drive to other City facilities, county/state offices, etc.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheet, website 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; to 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 low level traffic area and can change to be an environment where the individual can also be completely alone.

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. May be subject to weather conditions when driving.

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.

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