

CITY OF SPOKANE VALLEY
POSITION DESCRIPTION

Class Title: Office Assistant II
Department: Varies
Division: Varies
Date: May 13, 2003

Job Code Number: 510
Grade Number: 10-11
FLSA Status: Non Exempt
Location: City Hall

GENERAL PURPOSE

Performs a variety of routine and semi-skilled clerical, secretarial and administrative work in maintaining official records, providing administrative support to technical and professional staff, receiving the public, providing customer assistance, cashiering or bookkeeping, data processing, and assisting in the administration of the standard operating policies and procedures of the department.

SUPERVISION RECEIVED:

Works under the general supervision of a designated supervisor according to an established work routine.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Coordinates the office operations of an assigned department or division. Develops and maintains office forms and procedures, and assists with administrative tasks involving existing work programs, personnel, budgeting, or facilities.

Performs routine clerical and administrative work in answering phones, receiving the public, providing customer service assistance, cashiering, data processing, or bookkeeping.

Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

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

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

Assists in the procurement of departmental materials and supplies.

Prepares and monitors work orders.

Receives, stamps and distributes incoming mail, processes outgoing mail.

Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports.

Assists in the preparation of meeting agendas and supporting materials; may take and transcribe minutes; prepares and distributes minutes and reports.

Acts as custodian of departmental documents and records. Establishes and maintains filing systems, control records and indexes using moderate independent judgment.

Maintains inventories and orders office supplies and materials.

Assists supervisor in maintaining a variety of working files and records as assigned.

Schedules appointments, and performs other administrative and clerical duties.

May compile or maintain employee time sheets and other personnel related records for the supervisor.

Schedules appointments; registers personnel for conferences and seminars; makes travel arrangements and itineraries.

Operates listed office machines as required.

Issues various licenses and permits as assigned.

May serve as a cashier including receipting of various municipal payments, and posting receipts to appropriate accounts.

PERIPHERAL DUTIES

Operates pagers or radios as needed and assists in broadcast communications.

Provides backup to related positions.

Assists in setting up, closing and amending revenue or expenditure accounts.

Registers voters.

Serves on a variety of employee committees as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

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

(B) Three (3) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills, Abilities, and Other Traits:

(A) Considerable knowledge of modern office practices and procedures; working knowledge of computers and electronic data processing; some knowledge of bookkeeping principles and practices.

(B) Skill in the operation of listed tools and equipment; Skill in the use of standard office suite software applications.

(C) Ability to perform clerical and administrative tasks accurately with little direction.

(D) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to communicate effectively verbally and in writing; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

SPECIAL REQUIREMENTS

Valid Washington Driver's License

TOOLS AND EQUIPMENT USED

Phone switchboard; mainframe computer terminal; personal computer; copy machine; postage machine; fax machine; base radio; 10-key calculator.

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 may be made to enable individuals with disabilities to perform the essential functions.

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 operate 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.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderately noisy.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

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.

The job 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.

Approval: _____
Human Resources Manager

Approval: _____
City Manager

Effective Date: May 13, 2003

Revision History: