

ORGANIZATION:	City of Canby	DATE:	August 2010
DEPARTMENT:	Administration	UNION:	AFSCME Represented
TITLE:	Office Specialist II	FLSA STATUS:	Non-Exempt

PURPOSE OF POSITION: Perform a variety of moderately difficult to complex administrative support activities to contribute to efficient office operations. Requires a thorough understanding of department and City programs and procedures.

The OSII is distinguished from the OSIII classification by the responsibility to perform less complex and comprehensive administrative support duties.

A variety of moderately difficult to complex tasks are performed within generally defined procedures and are reviewed periodically for accuracy, adherence to established policies and procedures, quality and thoroughness. Work is performed under general supervision and assistance is readily available from supervisor(s). This classification is expected to function independently in daily tasks and required to use judgment on non-routine matters. Problems are identified and solved and unusual/complex problems are referred to a supervisor.

ESSENTIAL JOB FUNCTIONS:

Provide customer service. Greet visitors and answer telephone, determine nature of visit/call, direct to appropriate person, or take and relay messages in absence or preoccupation of department personnel. Respond to routine, non-routine and technical questions from internal and external customers. Accept/process public records requests.

Document complaints, forward to appropriate department, and continue to track until resolved. Input statistics into Bi-Monthly Report for Administration Department

Process business licenses and renewals. Follow-up on delinquent business licenses. Search for businesses doing work in Canby that do not have a license. Prepare active & inactive business license reports monthly.

Process other licenses/permits, such as small animal permits, sidewalk vending applications, and yearly liquor license renewals. Process and track payments. Accept and start process of new liquor license applications.

Prepare deposit by running a tape of all transit, business and other receipts.

Work on record retention of documents.

Schedule appointments, meetings and locations. Maintain office schedules, calendars and related organizational processes. Prepare and distribute birthday and anniversary cards and purchase anniversary gift cards (as needed).

Use word processing software to type routine and non-routine letters, memos and other material from general instructions. Proofread, review for grammar, and edit documents as necessary. Examine documents for completeness and accuracy. May correct errors as necessary.

Collect information from departments and prepare quarterly City Newsletter, as assigned.

Create templates, presentation materials, charts and graphics. Develop and maintain databases for tracking departmental/program information; create reports as needed. Prepare information packets for use within the department.

Compile information and reference materials for supervisor, or as requested by the public, which may require selecting appropriate data from various sources, and preparing summaries and reports as requested. Enter data into computer system from a variety of documents. Work with WWTP Supervisor on Wastewater Surveys

Transcribe, compose, type and edit a variety of minutes, correspondence, reports, memo's and other material. Prepare and post public meeting notices. Coordinate materials for distribution. Work with information technology to coordinate department information on City website.

Process IT work orders and provide technical assistance to tech services. Attend training and assist staff with general tech questions.

Perform a variety of routine administrative activities, such as photocopying, mail, faxing, filing, sorting documents, etc. Retrieve, open, process and distribute incoming and outgoing mail.

Track, order and maintain office supplies. Initiate and process work orders, purchase orders, etc.

Provide Notary services as needed.

Maintain files and records to ensure easy retrieval, safety and integrity of files and records, in accordance with established retention guidelines.

Maintain cooperative working relationships with City staff, other organizations and the general public.

Follow all safety rules and procedures for work areas. Provide administrative support to the City safety committee as needed.

Coordinate and perform other projects, functions, and tasks, as assigned. Duties as assigned may include: Accept and receipt payments, coordinate department specific processes.

AUXILIARY JOB FUNCTIONS: Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner. Support and respect diversity in the workplace.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: General knowledge of office practices and procedures, business English, word processing and spreadsheet software, clerical practices, research methods, report composition and preparation techniques, etc. Ability to operate general office equipment. Equivalent to high school education and three to five years of general office experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES: Must have a Notary certification or ability to obtain within six months. Depending on area of assignment; may require knowledge of tech services; or any other required certification or related experience.

DESIRABLE REQUIREMENTS: Knowledge of municipal government functional areas and specific word processing software utilized within the department.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 10 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises. Attendance at night meetings may be required.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED: Works under the general supervision of the City Recorder. May take direction from the HR Director and/or City Administrator.