CITY OF TUALATIN
Classification Description

Job Title: Office Assistant II
Department: Varies
Reports To: Department Head or Supervisor
FLSA Status: Non-Exempt

SUMMARY: Provides clerical support to a department. Performs typing and other clerical duties including filing, reception tasks, data entry and retrieval. Performs related clerical and secretarial duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Types letters, reports, memos, statistical information and other varied correspondence for supervisor or other department staff from rough draft.

Receives callers to office, answers inquiries, arranges appoints/schedules as directed.

Assists public with other related matters in a friendly and courteous manner.

Maintains departmental files, indexes and registers. Researches information in files and compiles requested data for use of supervisor or other department staff.

Performs as clerical support and backup for the Department Secretary.

Processes permits registrations, citations, checks or invoices as directed.

Operates various standard office equipment, such as typewriter, word processor, personal computer, telephone system, calculator, etc.

Prepares copies and distributes them as appropriate.

Receives fees and maintains receipt records. Performs related data entry.

Drives to city facilities, vendors, training programs, and local and regional meetings as necessary.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
Quality - Monitors own work to ensure quality.

Attendance/Punctuality - Is consistently at work and on time.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Computer Skills: To perform this job successfully, an individual should have working knowledge of word processing, spreadsheet, and database software and order processing systems.

Other Skills and Abilities: Working knowledge of standard office practices and procedures. Working knowledge of business English, spelling, composition and punctuation. Reasonable knowledge of department rules, regulations and procedures or the ability to obtain such knowledge during a training period. Demonstrated ability to organize, file and maintain accurate records. Ability to type accurately from rough drafts. Ability to establish and maintain effective working relationships with the public and other employees. Ability to deal with upset or emotional people in a professional manner. May require or prefer specific knowledge, skill, ability or training in specific area or department of assignment.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED) including some training in general clerical/secretarial skills. Minimum of two years experience in general office work which would include typing, filing, copying, telephone answering, greeting the public, or related functions. Any satisfactory equivalent combination of education and experience which ensures the ability to perform the work may substitute for the above.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment 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 regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.