CITY OF TUALATIN
Classification Description

Job Title: Office Coordinator
Department: Various
Reports To: Department Director or Designee
FLSA Status: Non Exempt

SUMMARY: Performs a variety of advanced administrative support functions of considerable complexity or of a sensitive nature. Performs extensive computer input using a variety of software programs. Acts as department liaison.

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

Composes, types, edits and proofreads a variety of documents including letters, minutes, reports, agendas etc.

Coordinates with public officials, the general public and City staff members on department activities, meetings, etc. Relays agency rules, regulations, functions, procedures and guidelines. Refers public or officials to appropriate professional staff member for explanation or interpretation of codes or regulations.

Creates and maintains departmental files. Performs research projects and compiles and analyzes data for inclusion in reports or other work product.

Receives fees or payments, prepares and ensures accuracy of cash receipts, check requests, petty cash and purchase orders. May assist in the preparation of departmental budget and five year plan. May track departmental revenue and expenditures.

Prepares for City committee meetings including preparation of agenda and packet materials. Attends meetings and transcribes minutes on a computer.

Extensively operates a personal computer requiring knowledge of a variety of software programs including the City’s financial management system, word processing, spreadsheet, and database programs. May assist in the development and maintenance of the department web site.

Performs timekeeping responsibilities for department staff including monitoring for accuracy and data input.

Schedules or coordinates meetings, seminars, conferences, programs, facility reservations and travel arrangements.

Reads and routes incoming mail. Locates and attaches appropriate file to correspondence to be answered.

Greets scheduled visitors and directs to appropriate area or person.

Operates various standard office equipment.

Orders and maintains supplies, and arranges for equipment maintenance.

Develop and maintain various spreadsheets and databases independently determining the organization of duties and desired results.
May be cross-trained to back up other department office coordinator or clerical staff.

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

SUPERVISION: Supervision of other employees is not a normal responsibility of this position. May exercise limited direction over clerical employees or volunteers engaged in a variety of clerical tasks upon direction of supervisor. Independence of action is required.

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

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Cost Consciousness - Works within the approved budget; Conserves organizational resources.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.
Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others’ views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

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 interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:** Ability to add, subtract, multiply and divide. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Computer Skills:** Thorough knowledge of word processing, database, order processing, and spreadsheet software programs. Ability to navigate the Internet.

**Other Skills and Abilities:** Independence of action is stressed. Assignments may be general in nature requiring the ability to independently plan and prioritize work processes. Thorough knowledge of standard office procedures, business English, spelling and grammar. Ability to accurately take and transcribe meeting minutes using a laptop computer or handwritten notes. Ability to compose correspondence in an effective style and business form. Ability to type rapidly and accurately from rough drafts and dictating equipment. Ability to operate standard office equipment including personal computer, calculator, multi-line telephones, etc. Demonstrated ability to use tact and diplomacy when dealing with the public and elected officials. Ability to establish and maintain effective working relationships with other employees.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Possession of, or the ability to secure possession of, a valid Oregon driver’s license. Specific assignments may require possession of, or the ability to secure, state certification for performing assigned duties.

**EDUCATION and/or EXPERIENCE:** Minimum of three years of experience in office work, including secretarial/administrative experience of a progressively responsible nature. High school diploma or general education degree (GED) including specific training in office practices and general clerical skills. May require specific experience or training in specialized field. Any satisfactory equivalent combination of education and experience which ensures the ability to perform the work.

**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 occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 10 pounds and 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 wet and humid conditions and outside weather conditions. The noise level in the work environment is usually moderate. Position requires the ability to work a flexible schedule which may include evenings, weekends and holidays, as well as attending out of town meetings.