

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	INFORMATION TECHNOLOGY OFFICE ASSISTANT	UNION:114
CLASS TITLE:	OFFICE ASSISTANT II	SG:6
DEPARTMENT:	Information Technology Services	CS:Y
		FLSA:Y
		EEO4CODE:AS

JOB SUMMARY:

Primary duties include answering, screening and directing incoming phone calls. Routes calls to voicemail or takes messages for ITSD staff. Performs receptionist duties, greeting visitors to the Information Technology Services Department. Answers Service Desk phone calls and assigns technical service desk requests to the appropriate IT staff member based on established procedures. Performs a variety of routine tasks in response to administrative service desk requests such as basic web editing, correcting broken links on the City's public and internal web sites, scanning and uploading documents or data entry. Operates and performs basic maintenance on high-speed production scanner. Performs intermediate to advanced level word processing tasks using Microsoft Word and other forms tools. Assists the Accounting Assistant with data entry tasks for payroll/timekeeping and accounts payable functions.

SUPERVISORY RELATIONSHIPS:

Receives assignments, priorities and has work reviewed by the I.T. Director. Works under close supervision according to departmental policies and procedures.

ESSENTIAL FUNCTIONS:

1. Performs intermediate to advanced level word processing tasks for City Departments using Microsoft Word and other forms tools. Enters text into word processing system; edits text, control and format codes; and uses system utility software to store and retrieve materials. Creates tables, forms, and troubleshoots existing templates and macros. Updates content in various systems and databases.
2. Provides front-desk reception and serves as primary phone receptionist, answering, screening, and directing incoming calls. Routes calls to voicemail or takes messages for all ITSD staff. Answers Service Desk phones and directs calls as needed.
3. Reviews and proactively resolves service desk requests for routine administrative tasks such as basic web editing, data entry, updating basic system data, correcting broken links on the City's public and internal web sites or scanning and uploading documents. Routinely uses a variety of software systems and tools.

4. Performs production scanning, operating optical character scanner. Converts document materials to digital using a high-resolution scanner to create digital documents or collections. Prepares paper documents for passing through the scanner, scans paper, adjusts settings, cleans scanner parts, and completes other related scanning functions. Reviews scans for quality purposes prior to destruction of source documents.
5. Finalizes all policies and procedures and readies for the Policies and Procedures database on City Intranet. Posts talking points, per policy developer, and notifies all or departmental employees through the Intranet Announcement page and email. Guides policy developers through the finalization process.
6. Provides general office support for the department including answering general questions of department and City staff and ordering office supplies. Schedules ITSD meeting rooms as requested by City departments and general public.
7. Assists with data entry tasks for payroll/timekeeping and accounts payable functions.

ADDITIONAL WORK PERFORMED:

1. Provides backup support for the ITSD Accounting Assistant. Accepts monies for media content with the public and to disburse petty cash and credit cards to staff as part of backup duties.
2. Performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Skills:

- Working knowledge of computer software usage to include file management, word processing software (including templates and macros), and other MS Office Suite products.
- Knowledge of standard and business English usage, punctuation, spelling, grammar and format.
- Excellent verbal, written, interpersonal and customer service skills to communicate with user departments and with the public for effective problem solving and task prioritization.

Ability to:

- Ability to use a variety of administrative and standard I.T. operating software systems such as service desk ticketing systems, forms management systems, scanning and document management, payroll, budget, purchasing, Intranet, web editing, etc.
- Ability to multi-task using a variety of inputs, while also adhering to administrative deadlines and providing quality customer service.

- Ability to gain familiarity with City operations and departmental personnel sufficient to successfully prioritize and complete a wide variety of support tasks.
- Ability to understand content and purpose of source documents, recognize errors and make appropriate corrections.
- Ability and willingness to learn new applications and techniques.
- Ability to operate a variety of equipment including computers, iPads and tablets, scanners, printers, copy machines, mobile phones, and current electronic devices.
- Ability to use standard QWERTY and 10-key functions of computer terminal keyboard.
- Ability to add, subtract, multiply, divide, and compute percentages with accuracy using standard calculating tools.
- Ability to work independently with a minimum of supervision.
- Ability to learn about procedures and systems from a variety of technical staff.
- Ability to maintain consistent and punctual attendance.
- Maintains the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Demonstrates the Public Service Competencies of service orientation; results orientation; and, teamwork and cooperation.
- Physical ability to perform the essential functions of the job including:
 - visual acuity to read a computer screen and a typeset page;
 - fine finger dexterity to operate a computer keyboard and mouse, etc;
 - occasionally lift up to 20 pounds for office supplies.

WORKING CONDITIONS:

Work is performed in an office setting. Position has limited public contact, but frequently interacts with co-workers and other city staff. Environment includes a high range of noise and other distractors with everyday risks working around computer equipment and standard office equipment. An elevator is available to facilitate movement from floor to floor.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of progressively responsible clerical experience. Must include intermediate utilization of computer software, including MS Office Suite, word processing, data entry/retrieval, spreadsheet, and file maintenance.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills, and ability to successfully perform the essential functions of the job will be considered.
- Word processing and computerized recordkeeping experience required.
10 – key by touch preferred.
- Typing at 45 wpm NET required.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check and local

background check.

PREPARED BY: L. Hill
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9/07

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ITSD Director

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