

City of Bellingham  
**Classification Specification - Civil Service or AFSCME**

|             |                    |
|-------------|--------------------|
| CLASS TITLE | Office Assistant I |
| DEPARTMENT  | Interdepartmental  |
| UNION:      | 114                |
| SG:         | 4                  |
| CS:         | Entry              |
| FLSA:       | Y                  |
| EE04CODE:   | AS                 |

**NATURE OF WORK:**

Performs a variety of entry-level, routine clerical and office tasks such as filing, preparation of standard forms, typing, routine posting and receptionist duties within well-defined guidelines or under close supervision.

**DISTINGUISHING CHARACTERISTICS:**

Positions assigned to the Office Assistant I classification are distinguished by the requirements for entry level office skills, which may include typing and filing skills and responsibility for performing receptionist duties. Similar level clerical tasks may include: preparation of standard forms; routine posting and compiling of data; and the sorting and distribution of mail. Many tasks can typically be learned on the job and require limited problem-solving within clearly defined procedures.

**SUPERVISORY RELATIONSHIPS:**

Reports to various levels of supervisors.

**EXAMPLES OF WORK:**

1. Types and distributes forms, correspondence, reports, contracts, memoranda, statistics and schedules by using office machines as required such as a typewriter, word processor, calculator, photocopier and other standard office equipment.
2. Receives incoming calls on a multi-line telephone console and routes calls to appropriate individuals or departments.
3. Provides logistical support to staff by monitoring base radio and coordinating staff location.
4. Greets and assists the public, City staff and other agencies by phone or in person by providing information of a general nature as authorized from sources such as published directories and procedures, cash files, resource materials, calendars of events and staff schedules. Refers inquiries/visitors to appropriate department or individual when necessary.

5. Assists the public by scheduling facilities, issuing standard and routine licenses and permits or receiving various applications.
6. Sorts and distributes mail according to general knowledge of department activities and programs. Prepares and sends daily mail, packages or special bulk mailings.
7. Receives, receipts and records fees received for permits, rental equipment, citations or facility rentals. Performs routine posting of records and balances cash daily. May prepare invoices or process incoming billings.
8. Completes regularly recurring reports; compiles data from varied sources and makes summary reports as required. May involve routine mathematical calculations and tabulations in accordance with established methods.
9. Maintains and updates files records and logs on computerized and manual recordkeeping systems; searches files and records for readily identifiable information as directed. Maintains follow-up on reports requiring periodical action.
10. Prepares records for microfilming and permanent vault storage. Verifies completeness and quality of filmed records.
11. Schedules appointments and meetings, reserves conference rooms and vehicles, and makes travel arrangements as instructed.
12. Performs other related duties as assigned.

**PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):**

- General knowledge of office practices, procedures and equipment.
- Knowledge of business English, spelling, punctuation and mathematics.
- Knowledge of computerized and manual recordkeeping systems and the ability to maintain them.
- Ability to operate the telephone using a clear, well-modulated voice and good diction.
- Ability to communicate effectively with other employees and the general public using tact, courtesy and good judgment.
- Ability to work with a high degree of accuracy and attention to detail to meet deadlines in atmosphere of frequent interruptions.
- Ability to understand and execute verbal and written instructions, policies and procedures.
- Ability to prioritize work assignments and work independently.
- Ability to operate standard office equipment such as typewriter, transcriber, calculator and photocopier.
- Physical ability to perform required duties.

**EXPERIENCE AND TRAINING:**

- Minimum of one year general office experience or any combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the job.
- Valid Washington state driver's license is required for specified areas.

- Ability to type at level required for specific position.
- Experience working with word processing and computerized recordkeeping systems preferred.
- Police security clearance is required prior to hire for selected positions.
- A candidate on an eligibility register for a position in an Office Worker promotional classification will not be removed for cause if s/he refuses an interview for a vacant position in the classification.

PREPARED BY: Kenny Consulting Group

COMMISSION ADOPTION: September 9, 1987

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