

City of Bellingham
Classification Specification - Civil Service or AFSCME

CLASS TITLE	Office Assistant II
DEPARTMENT	Interdepartmental
UNION:	114
SG:	6
CS:	Entry/Promotional
FLSA:	Y
EE04CODE:	AS

NATURE OF WORK:

Performs intermediate-level, detailed and technical clerical duties requiring broad knowledge of a department's/division's functions and procedures. Work is performed independently in accordance with established methods, practices and systems.

DISTINGUISHING CHARACTERISTICS:

Positions assigned to the Office Assistant II classification are intermediate level positions distinguished from Office Assistant I by the greater complexity of clerical assignments; the specific knowledge of departmental functions and procedures required to compile, verify and prepare detailed reports and records; and/or by more extensive detailed servicing of the public; and by the greater problem-solving required to perform the work. Clerical assignments may include: the preparation of and calculations for detailed records and statistics; establishing and updating recordkeeping systems; verifying and entering data; and editing reports or information. Work is performed independently in accordance with established methods, practices and systems.

SUPERVISORY RELATIONSHIPS:

Reports to various levels of supervisors.

EXAMPLES OF WORK:

1. Independently prepares, maintains and disseminates detailed records and statistics; establishes and updates manual and computerized recordkeeping systems to retain and retrieve files requiring knowledge of department procedures.
2. As directed, compiles data from varied sources and makes summary reports. May involve statistical calculations and tabulations in accordance with established formulas and equations.
3. Searches files and records for readily identifiable information as directed or based on City policies or legal requirements. Obtains information from other groups as necessary and as authorized in order to complete own assignment. Notifies other agencies/departments as per policy.

4. Initiates completion of regularly recurring reports and standard form letters. Maintains accumulative records, making periodic audits as necessary; maintains follow-up system on reports requiring action on a periodic basis.
5. Coordinates, schedules and arranges specific division services with various staff members, departments or agencies. Notifies participants of schedule.
6. Verifies data, then enters and edits reports or information on computerized recordkeeping system.
7. Receives visitors to a department or division, ascertains the nature of their business; assists them when within scope of authority and refers others to appropriate individuals or departments. This may involve such duties as issuing licenses and permits as authorized, providing copies of published materials, circulating library materials and other related matters.
8. Responds to telephone and in-person inquiries from public and other departments when information requested is specifically provided and known such as from published records, specific directories and procedures, computer data bases or calendars of events. Explains division policies, procedures and processes.
9. Working from specific instructions and procedures, performs various posting and balancing of assigned portions of records and accounts such as payroll, accounts payable or utility billings. May initiate invoices.
10. From hand written drafts or verbal instructions, prepares a variety of letters, memos, forms and reports using office machines as required such as computer terminal, typewriter, word processor, calculator, data processing, photocopier and other standard office equipment. Proofs own material to assure proper layout, arrangement, grammatical composition and inclusion of all pertinent information from the source.
11. May file, sort and distribute mail, post notices and memos to bulletin boards, replenish office supplies.
12. May be called upon to assist other groups or departments, handle switchboard, act as receptionist, or greet and escort visitors.
13. Performs other related duties as assigned.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

- General knowledge of the functions and procedures of a specific division of municipal government.
- Knowledge of office practices, procedures and equipment.
- Knowledge of business English, composition, spelling, punctuation and grammar.
- Knowledge of basic math including the ability to add, subtract, multiply and divide accurately.
- Ability to establish and maintain manual and computerized filing and recordkeeping systems.

- Good oral communications skills to explain policies and procedures and to deal with other employees, agencies and the general public using courtesy, tact and good judgment.
- Ability to operate standard office equipment such as typewriter, word processor, computer terminal, calculator and photocopier.
- Ability to read, understand, apply and explain City/department/divisional policies and procedures.
- Ability to work independently, organizing work with a minimum of supervision.
- Ability to work quickly, accurately and thoroughly with close attention to detail to meet deadlines in an atmosphere of frequent interruptions.
- Physical ability to perform required tasks.

EXPERIENCE AND TRAINING:

- Two years of progressively responsible clerical experience or any combination of experience and education which provides the applicant with the desired skills, knowledge and ability to perform the job.
- Ability to type at level required for specific position.
- Coursework or experience in basic bookkeeping preferred for selected positions.
- Word processing and computerized recordkeeping experience preferred.
- Police security clearance is required prior to hire for selected positions.
- Valid Washington state driver's license is required 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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