

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

CLASS TITLE	Office Assistant III
DEPARTMENT	Interdepartmental
UNION:	114
SG:	7
CS:	No, Yes
FLSA:	Y
EE04CODE:	AS

**NATURE OF WORK:**

Performs senior-level specialized and the most complex technical clerical duties which require a comprehensive knowledge of department and/or City-wide functions, practices and procedures. Work is performed independently within broadly defined practices and procedures with a minimum of supervision.

**DISTINGUISHING CHARACTERISTICS:**

Positions assigned to this classification are senior level positions. They are distinguished from Office Assistant II by responsibility for performing the most complex clerical and office tasks. These positions require comprehensive knowledge of departmental and/or City-wide functions and procedures required to perform work. They also require increased technical knowledge and independent judgment to coordinate all activities of a specific office function or service such as the processing of building specifications, record retention procedures, library collections, court processes, and police records. Work is performed within broadly defined practices and procedures.

**SUPERVISORY RELATIONSHIPS:**

Reports to various levels of supervisors. May direct the work of lower classified clerical employees when authorized and may act as lead to volunteer staff members.

**ESSENTIAL FUNCTIONS:**

1. Provides detailed assistance to the public on technical information that requires thorough knowledge of laws, regulations, policies and procedures.
2. Coordinates the processing of forms, notices, orders or material for specialized division programs such as record retention procedures, library collections, traffic and misdemeanor tickets, citations, licenses and police records. May record and correct invoices.
3. Develops and maintains an accurate and timely record-keeping system or database including layout and arrangement of reports; assures inclusion of all pertinent information from sources; assures compliance with public records regulations or standard cataloguing practices. May do special records or information retrieval projects.

4. Collects, selects, classifies, catalogs and compiles data from several sources and makes summary reports as required. May involve statistical calculations and tabulations in accordance with established formulas and equations, and interpretation of data within departmental guidelines and policies.
5. Maintains follow-up system on reports, bibliographic records, orders or other matters requiring action on a periodic basis. Audits reports and/or records systems periodically, notifying appropriate individual of discrepancies and correcting information as required.
6. May enter data or orders and search on-line computer databases for information and records pertinent to specialized division programs. Maintains confidentiality of information or records by following defined procedures for proper handling and disposition of each type of information.
7. Assists in development and maintenance of City records management program. Files, retrieves and purges, maintains, recommends and implements records tracking systems; designs departmental file system using City's records classification system; advises and/or trains departments on filing system and forms design.
8. Prepares, types and proofs forms, letters, brochures, orders, statistical reports and other documentation. Composes correspondence in accordance with established procedures or instructions.
9. Initiates and distributes routine correspondence, reports and other records as required. Develops own contents as authorized.
10. Develops clerical procedures, routines, forms and record-keeping systems. Instructs others in such procedures and coordinates workflow to avoid duplication of work.
11. Schedules appointments and meetings, reserves conference rooms and vehicles; makes travel arrangements as instructed. Notifies those served of itineraries and appointments.
12. Receives and directs visitors and phone calls; provides program information, communicates with vendors, responds to inquiries and refers to appropriate staff.
13. Schedules and oversees the work activities of lower classified support staff or temporary clerical employees.

**ADDITIONAL WORK PERFORMED:**

1. May work independently to carry out defined departmental and/or City-wide programs or projects.
2. Performs other related duties within the scope of the classification.

**KNOWLEDGE AND SKILLS:**

- Thorough knowledge of specific department and City-wide program procedures, policies, terminology and related regulations.
- Comprehensive knowledge of office practices, procedures and equipment.

- Knowledge of business English composition, spelling, punctuation and grammar.
- Basic math skills, including the ability to add, subtract, multiply and divide with accuracy.
- Ability to interpret and apply program/department information in making work decisions or in providing information to others.
- Ability to maintain complex specialized records and prepare narrative and statistical reports based thereon.
- Ability to work independently and make appropriate decisions regarding work methods and priorities.
- Ability to establish and maintain varied and detailed computerized filing and recordkeeping systems.
- Ability to operate standard office equipment such as typewriter, word processor, calculator, computer terminal, telephone and photocopier.
- Excellent communications skills to deal with City staff, the general public and other agencies using courtesy, tact and good judgment in order to provide clear explanations of departmental policies, procedures and practices.
- Ability to work quickly, accurately and thoroughly with close attention to detail to meet deadlines in an environment of frequent interruptions.
- Ability to assign, review and guide the work of lower classified employees or volunteers.
- Physical ability to perform required duties.

### **WORKING ENVIRONMENT:**

Work for most of the positions in this classification is performed in an office setting and may include extensive work at a computer workstation.

### **EXPERIENCE AND TRAINING REQUIREMENTS:**

- Three years of progressively responsible clerical experience or any combination of experience and education that provides the applicant with the desired skills, knowledge and ability to perform the job.
- Two years previous employment in the Bellingham Public Library is required for selected positions.
- Two years previous experience in a law enforcement environment or court environment involving detailed records processing, customer service and probation compliance is required for selected positions.
- Police security clearance required prior to hire for selected positions.
- Ability to type at level required for selected positions.
- A degree in Library Technology is preferred 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.

### **NECESSARY SPECIAL REQUIREMENT:**

- Candidates must pass a Police Department criminal convictions records check prior to hire for selected positions in this classification.

**PREPARED BY:** Kenny Consulting Group  
1987

**REVISED BY:** L. Klemanski  
2/02

**COMMISSION ADOPTION:** \_\_\_\_\_ February 13, 2002