

 **City of Pendleton**

 **Job Description**

 **Office Specialist 2/3**

 **Parks & Recreation**

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| **Department**: Parks & Recreation  | **FLSA**: Non-exempt |
| **Reports to**: Parks & Recreation Director  | **Representation**: SEIU  |
| **Pay Range**: 13-17, SEIU salary scale  | **Date**:8/2/16  |

**GENERAL POSITION SUMMARY:** *(why does this position exist)*

Performs secretarial functions for the cemetery, parks, recreation and facilities divisions of the department including: front desk/phone reception, cemetery arrangements, facility reservations, program registration, handling revenues, making deposits, answering questions/providing information, correspondence, office machines, mail sorting, petty cash custodian, Parks Commission secretary/minutes/meetings, internet registration/reports, other department activity reports as required.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *(list those tasks that HAVE TO BE DONE to accomplish the job purpose)*

1. Coordinates all Olney Cemetery and Treehaven Pet Cemetery activities including: selling burial spaces, preparing deeds, making arrangements for funerals/interments, maintaining detailed records, compiling and filing required reports, renewing licenses and permits, assuring compliance with city and state cemetery regulations, maintaining inventory, preparing annual RFQs to assure competitive buying and pricing of burial merchandise, assisting with genealogy requests, reviewing cemetery policies and procedures and making recommendations for increased efficiency and customer service.
2. Front desk reception: delivers customer service while handling correspondence, phones, recreation program registration (walk-in and internet); receives, accounts for and deposits department revenues; handles department facility rentals; assists customers, answers a variety of questions all while presenting a positive and welcoming image of the department.
3. Receives and properly receipts money, prepares detailed and accurate deposits, accounts for all department revenues according to policies and procedures of the city, exercises all fiscal activity with the highest levels of accuracy.
4. Provides program registration assistance to customers on-line and in office, sells passes for swimming and other activities, administers scholarship programs, generates rosters and reports from on-line registration, promotes department offerings.
5. Provide program, project and administrative assistance to department staff including the Director, Recreation Supervisors 1 and 2, Parks and Cemetery Superintendent including processing correspondence, preparing reports or compiling data, arranging meetings and other administrative support.
6. Serves as secretary to Park and Tree Commissions; takes and transcribes minutes of meetings, maintains records, distributes minutes, correspondence, agendas; composes routine follow-up correspondence required after meetings; arranges and sets up for regular and special meetings.
7. Establishes and maintains department records utilizing up-to-date filing systems for hard copy and electronic media and according to established date management and retention protocols.
8. Competitively shops, orders and keeps organized department supplies and stationery products; contacts service personnel to keep office machines in good working order. Creates forms as needed and keeps supplies of forms in stock and organized for departmental use.

**IMPORTANT FUNCTIONS:** *(list those tasks that may be done, but are not essential to fulfill the job purpose; any ancillary job tasks)*

1. Queries customers on needs, ideas, suggestions and their sources of information regarding department offerings and communicates the same to appropriate supervisors.

2. Attends meetings and serves on committees as required.

3. Other duties as assigned.

**DISTINGUISHING CHARACTERISTICS:** *(what separates this job from others in the series?)*

Not in a series.

**JOB SPECIFICATIONS:** *(Education and experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)*

1**. Education & Experience** *Education and experience requirements are minimum standards.*

1. High School Diploma (or GED) is required; or
2. Associates Degree or a Business College certificate is preferred, but not required for the position; and
3. Work Experience: Indicate the minimum level of work-related experience required to effectively perform the position’s responsibilities. Check only one box.

[ ]  Less than 12 months

[x]  1 – 3 years

[ ]  3 – 5 years

[ ]  5 – 8 years

[ ]  Other

Describe experience: A minimum of two (2) years increasingly responsible office/reception experience in a customer service capacity; taking money/making deposits preferred.

1. Satisfactory equivalent combination of education and experience.

**2. Special Requirements:**

1. [x]  Must possess, or be able to obtain by time of hire, a valid driver’s license.
2. [x]  Must be able to pass the department’s security clearance standards including review of criminal history and driving record.
3. License in Pre-need sales through the Oregon Mortuary and Cemetery Board required within 1 year of hire.
4. Notary Public may be required.

2. **Necessary Knowledge, Skills and Abilities:**

1. Knowledge of modern office practices and procedures.
2. Knowledge of, and proficiency in, computer use and electronic data processing.
3. Knowledge of English and composition, spelling, punctuation and arithmetic.
4. Knowledge of City policies, procedures, regulations, and codes related to parks, recreation and cemetery operations.
5. Knowledge of safety standards, practices and procedures applicable to area of assignment.
6. Ability to make decisions independently in accordance with established policy.
7. Ability to perform recurring duties independently and to complete new tasks with limited supervision.
8. Ability to ability to work harmoniously with other employees and to deal tactfully with the public.
9. Ability to handle stressful situations.
10. Ability to maintain regular and predictable attendance to serve customers, interact with co-workers, supervisor, clients, etc., attend meetings and trainings, etc.
11. Ability to establish and maintain effective working relationships and work as a team member.
12. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.
13. Ability to perform the essential functions of the job.

**4.** **Tools and Equipment Used:** *List specialized tools or equipment needed to perform tasks. Add or delete from the sample list below.*

1. Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software (Choose all that apply):

[x]  MS based word-processing, spreadsheet, and/or data base programs

[x]  Outlook or other email communication.

[x]  Internet and/or social media

[x]  Presentation or desktop publishing software

[x]  Specialized or custom software

1. Vehicle - Car/pickup/van/SUV

**5.** **Supervision:**

1. This position does not supervise other staff.
2. This position reports to the Parks & Recreation Director. Supervision received is (Choose one):

[ ]  Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

 [x]  General. Work is assigned more generally and the employee has some autonomy to determine the order or manner in which the work is completed. Existing practices and procedures are used as guidelines to determine work methods.

 [ ]  Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

**6.** **Communications**:

1. Communications are: (*Choose one*)

[x]  Primarily with other City staff and/or customers.

[ ]  Regularly includes others outside the organization (not customers), such as vendors, contractors, attorneys, agents, or business partners.

[ ]  Routinely with leaders inside and outside the organization such as department heads, City Councilors, public officials from other agencies, and/or community leaders.

1. The communications may be (*Check any that apply*):

[ ]  Complex

[ ]  Controversial

[ ]  Confidential

[ ]  Have significant impact (affect City services or reputation, or have legal or financial consequences)

**7.** **Cognitive Functions**: *Check the one that most closely aligns to position:*

[x]  Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

[ ]  Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish. Employee has some control over the planning and performance of the work, and may determine their own practices and procedures.

[ ]  Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.) Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may develop or recommend new practices and procedures.

[ ]  Responsible for developing or approving programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. Routinely engages in autonomous problem-solving. May include developing and implementing policies, procedures or regulations.

**8. Problem Solving:** *Indicate the nature of problems regularly encountered by this position. Check only one box.*

[x]  Most situations are resolved using standard procedures and established guidelines.

[ ]  Situations are somewhat varied; requires application of specific technical skills and expertise.

[ ]  Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified.

[ ]  Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required.

**9.Work Environment*:*** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Work is performed primarily indoors. Work is most often in a temperature controlled office but may include work in other City buildings and outside on various City properties.
2. Strength Rating (see attached definitions) is: Light .
3. Hazards include: *Check all that apply and include the percentage of time exposed to the listed hazard:*

[x]  Office environment / no specific or unusual physical or environmental demands.

[ ]  Work on and around heavy construction equipment \_\_\_\_%

[ ]  Exposure to toxic elements/hazardous chemicals \_\_\_\_%

[ ]  Work at heights in excess of 20 feet \_\_\_%

[ ]  More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) \_\_\_\_%

[ ]  Exposure to weather or temperature extremes \_\_\_%

[ ]  Isolation \_\_\_\_%

[x]  Exposure to light or noise extremes \_\_\_\_%

[ ]  Regular travel outside the City \_\_\_\_%

[ ]  Risk of injury \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(list) \_\_\_\_%

[ ]  Significant physical exertion required to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_%

[ ]  Other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. General hours of work are 8:00 a.m. – 5:00 p.m. Monday – Friday however persons in this classification may be assigned to attend meetings or run activities in the evenings, early morning or on weekends, or be on-call. Variations include (check all that apply):

[ ]  Frequent or regular overtime

[ ]  Subject to emergency call out

[ ]  Split or Night shifts

**10.** **Resource Accountability:**

1. Check item(s) that describe involvement in the budgetary process:

[ ]  Not applicable [x]  Input [ ]  Prepare [ ]  Forecast [ ]  Monitor [ ]  Approve

1. This position has resource accountability for the following level of assets (choose one):

[ ]  Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high-level equipment/assets.

[x]  Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

[ ]  None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

1. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Adopted: 8/22/11

Revised: 8/2/16

Revised: August, 2020

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Employee Acknowledgement/Date Supervisor Approval/Date

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Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.