

**City of Pendleton**

**Job Description**

**Office Specialist 3**

**Public Works & Community Development**

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| **Department**:  Public Works & Community Development | **FLSA**:  Non-exempt |
| **Reports to**:  Public Works Director | **Representation**:  SEIU |
| **Pay Range**:  Range 17 | **Date**:  June 2020 |

**GENERAL POSITION SUMMARY:** *(Briefly describe why this position exists.)*

Position performs secretarial administrative assistance for the Public Works and Community Development Departments. Duties include: preparing bid documents for public works projects, composing letters and compiling reports requiring comprehensive knowledge of departmental policies and functions and state public bidding requirements/laws; maintaining various departmental records and monthly reports; related work as required.

**DUTIES AND RESPONSIBILITIES:**

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *(List those tasks that must be done to accomplish the job purpose. In order of importance or time spent on the task, please describe the various duties of the job which are critical to the successful performance of the job* ***or*** *occupy more than 5% of the time. Start each sentence with an action verb. Group tasks which require similar skills/knowledge together. Think in terms of WHAT needs done, not HOW it is done. Avoid describing procedures. Describe in such a way as to be clear to someone outside the profession.)*

1. Composes and types correspondence and memoranda from rough draft, written or oral instruction; performs independent research and compiles departmental reports; applies knowledge of departmental operations in preparing material and exercises judgment as to format. Through thorough knowledge of department operations and procedures, answers routine public inquiries on departmental operations.
2. Researches, gathers and prepares data for studies and reports; coordinates activities with other departments and agencies as needed.
3. Serves as telephone and office receptionist for multiple phone lines. Delivers customer service while handling correspondence, phones, and other duties. Answers a variety of questions all while presenting a positive and welcoming image of the department.
4. Establishes and maintains files and departmental records requiring comprehensive knowledge of departmental operations. Utilizes up-to-date filing systems for hard copy and electronic media and keeps records according to established data management and retention protocols.
5. Serves as secretary to various city departments, boards and commissions; takes and transcribes minutes of meetings and maintains records; distributes minutes of meetings; assists in preparation and distribution of agendas; posts agendas to website; composes routine follow-up correspondence required after meetings; arranges and sets up for meeting and conferences; sets up Zoom video conferencing when necessary; makes travel arrangements as needed.
6. Types, prepares and maintains records for a large variety of contracts, including routine follow up correspondence complying with standard city operations.
7. Receives money, prepares receipts, fills out and issues permits either by paper or by using ePermitting, scans and uploads plans, specifications and other documents; maintains records of same; prepares weekly deposits and month-end reports when necessary.
8. Covers front counter and phones when staff absent.
9. Prepares property owner notices, agendas and public notices for hearings, public meetings, abatement procedures, and prepares legal notices for the media, etc.
10. Prepares commission agenda packets for mailing and posts to website.
11. In the performance of duties, proficiently operates a variety of office equipment, including computers, printers, faxes, typewriter, adding machine, document binder and scanners.
12. Competitively shops, orders, keeps organized and maintains inventory of department office 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.
13. Responsible for maintaining current information about departmental matters on the City’s website. Publishes notices on the website, including projects out for bid, bid documents, bid tabulations and updates forms, procedures and information as needed.
14. Other duties as assigned by the Public Works Director or Community Development Director.

**IMPORTANT FUNCTIONS:** *(List those tasks or duties that may be assigned, but are not essential to fulfill the job purpose; any ancillary job tasks, or those that take less than 5% of the time. All jobs have non-essential functions.)*

1. Attends meetings, summarizes meetings, and serves on committees as required.
2. Communicates suggestions and customer feedback regarding department matters to appropriate supervisors.
3. Other duties as assigned.

**DISTINGUISHING CHARACTERISTICS:** *(If the position is in a series (i.e. Office Specialist 1, 2, 3), describe what separates this job from the others in the series.*

Position in a series. Requires more office work experience and knowledge than Office Specialist 1 or 2.

**JOB SPECIFICATIONS:**

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

1. High School Diploma (or GED) is required.
2. Associate Degree or a Business College certificatein related field 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

1 – 3 years

3 – 5 years

5 – 8 years

Other

Describe experience: Increasingly responsible office training or experience.

1. Any satisfactory equivalent combination of education and experience.

**2. Necessary Knowledge, Skills and Abilities:** *(Note any specific knowledge, skills or abilities needed for this position.)*

a) Knowledge of modern office practices and procedures.

b) Knowledge of, and proficiency in, computer use, word processing and electronic data processing.

c) Ability to communicate effectively, verbally and in writing, in English.

d) Ability to read and understand English.

e) Knowledge of English composition, spelling, punctuation and arithmetic.

f) Knowledge of City policies, procedures, regulations, and codes related to public works and community development operations.

g) Knowledge of elementary accounting practices and principles

h) Knowledge of safety standards, practices and procedures applicable to area of assignment.

i) Ability to work independently in the absence of direct supervision.

j) Ability to perform recurring duties independently within established policy and to complete new tasks with limited supervision.

k) Ability to ability to work harmoniously with other employees and to deal tactfully with the public.

l) Ability to handle stressful situations.

m) Ability to use information technology software and hardware for work orders, time reporting, data collecting, inventory, permits, and other applications related to operation and maintenance activities for the department.

n) Ability to maintain regular and predictable attendance to serve customers/interact with co-workers/supervisor/patrons/clients, etc. attend meetings, training, etc., or other face-to-face job requirements.

o) Ability to provide positive and effective customer service to all citizens, rate-payers, vendors and employees.

p) Ability to establish and maintain effective working relationships.

q) Ability to work as a positive and effective team member.

r) Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.

s) Ability to work efficiently and perform the essential functions of the job.

3. **Special Requirements:**

1. Must possess, or be able to obtain by time of hire, a valid driver’s license.

b)  Must be able to pass the department’s security clearance standards including review of criminal history and driving record.

4. **Tools and Equipment Used:**

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

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

Outlook or other email communication.

Internet and/or social media

Presentation or desktop publishing software

Specialized or custom software

5. **Supervision:**

1. This position does not supervise other staff
2. This position reports to the Public Works and Community Development Directors. Supervision received is: *(Choose one)*

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

General. Work is assigned more generally with the employee having some autonomy to determine the order or manner in which the work is completed. Policies and procedures exist.

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)*

Primarily with other City staff, vendors and/or customers.

Regularly includes others outside the organization (not customers), such as 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.)*

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.

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 determine their own practices and procedures. Routinely engages in autonomous problem-solving.

Responsible for developing programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. May include developing and implementing policies, procedures or regulations.

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

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.
2. Strength Rating (see attached definitions) is: Medium.

c) Hazards include: *(Check all that apply and include the percentage of time exposed to the listed hazard)*

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 - **less than 2 %**

Isolation - **less than 10%**

Exposure to light or noise extremes - **less than 2%**

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

Risk of injury **tripping, paper cuts-less than 1%**

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

Other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

d) General hours of work are 8:00 a.m. – 5:00 p.m. Monday – Friday. Variations include: *(Check all that apply)*

Frequent or regular overtime

Subject to emergency call out

Split or night shift

10. **Resource Accountability:**

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

Not applicable  Input  Prepare  Forecast  Monitor  Approve

1. This position has resource accountability for the following level of purchasing: *(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.

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.*

Drafted: December 2012

Adopted: N/A

Revised: June 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.