



---

## Office Specialist

December 2, 2020

FLSA Non-Exempt

### **GENERAL PURPOSE**

Under the direction of the Director of Administrative Services, perform a variety of administrative tasks including clerical services, filing, record management, and special projects as assigned by the Director of Administrative Services. The position will be assigned to provide administrative assistance to various departments and operations as needed.

### **SUPERVISION RECEIVED**

The position works under the direct supervision of the Administrative Manager for the City of Carlton and occasionally under the general supervision of City Department Heads.

### **ESSENTIAL FUNCTIONS**

**Primary:** Word processing; filing; exceptional customer service at the front counter and on the telephone; making simple computations and tabulations accurately with the reasonable speed; understanding and following detailed verbal and written instructions; exercising independent judgment in making decisions and work with limited supervision; and interpreting governing laws, codes, and regulations. Ability to handle highly confidential records with discretion.

**Secondary:** The position provides general clerical and administrative support to the City Department Heads including filing, word processing, the primary responsibility for accounts payable. Tracking invoices, disbursement of checks, filing reports and maintaining files, management of City records, one evening per month for Municipal Court or other evenings as required, and cross training as back-up for administrative positions. Performs related duties as needed.

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Combination of High School Diploma/GED and experience that would provide the required knowledge, abilities and skills.

**License:** Possess a valid Oregon Driver's License.

**Other:** Must pass a background investigation.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

**Considerable knowledge of** modern office practices and equipment; record keeping and filing practices; typing and preparation of various types of correspondence; effective English usage, grammar, and basic mathematics; and quality customer service interaction.

**Working knowledge of** basic organization, functions, and services of city government; methods and techniques of public contact and effective problem resolution; operation and maintenance of standard office equipment; essential statistical record keeping; data gathering and reporting methods; accurate record and document transactions; workload prioritization and organization; operation of computers using various software programs related to work and word processing, spreadsheets, and database management; interpersonal communication and telephone etiquette; and public relations.

**Considerable skill in** notetaking from verbal dictation with a computer for word processing; use of office machines, including the operation of a computer to update/access files; typing; and techniques for public contact and effective problem resolution.

**Ability to** analyze a variety of administrative problems and make sound process recommendations. Understand and interpret laws and code regulating the operation of municipal government. Maintain strict confidentiality related to sensitive administrative information. Prepare and complete accurate reports. Establish and maintain harmonious working relationships with other agencies, officials, employees, and the public. Exercise judgment in the performance of the duties. Interact courteously, patiently, effectively, and tactfully with city staff, customers, and the public, even in situations where relationships may be strained. Make accurate math calculations and precisely file records and documents. Produce written documentation and operate a personal computer using various programs. Operate standard office equipment. Perform detailed clerical work and maintain attention to detail despite frequent interruptions. Understand and carry out written and verbal instructions. Work independently and make sound judgments within established guidelines. Understand ordinances and codes or research information to solve customer service problems.

## **WORK ENVIRONMENT**

The position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, and reaching. Continuous talking, hearing, and seeing are required in the ordinary course of performing the job. Common eye, hand, and finger dexterity needed to perform essential functions. Mental applications that use memory for details, verbal instructions, emotional stability, discriminating thinking, and creative problem-solving. Periodic travel may be required in the regular course of job performance.

**Employees are required to** enter data into computer terminals via keyboards, and the work is performed while sitting for extended periods with the ability to move about at will. Operate office equipment requiring repetitive arm/hand movement to sort, separate, and arrange the material in a prescribed manner, often requiring the ability to differentiate between colors when using color-

coded forms or files. Comprehend and make inferences from written material and learn through verbal instructions in an on-the-job setting. When collecting information employees may walk or drive from the office to nearby facilities and outlying facilities. Employees may need to retrieve hanging files weighing up to 20 pounds and carry them short distances;

In addition, employees must have sufficient mobility to work in a typical office setting and to use standard office equipment, sufficient vision to read printed materials and a computer monitor, and adequate hearing and speech to communicate in person or over the telephone. Duties also require mobility necessary to attend meetings, make presentations to groups, and visit various work related sites.

Work is primarily conducted indoors in an office setting, in meetings, or traveling to other cities, which involves sitting for extended periods. Employees in this classification are expected to communicate verbally, in person, by telephone, in meetings, and while making presentations. A computer is used for word processing, spreadsheet, and electronic mail applications. Operating and safety standards are monitored by observing data in the form of various reports and memoranda.

## **OTHER**

The duties listed within this job description are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the job.

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

The City of Carlton is an Equal Opportunity Employer. Employment decisions with the City are made without regard to race, color, gender, national origin, religion, marital status, age, prior industrial injury, mental or physical disabilities unrelated to job performance, or veterans. The City of Carlton is a Drug-Free Workplace and complies with the Oregon Smoke-Free Workplace law. Candidates who are provided a conditional offer of employment may be subject to a criminal history records check. Those candidates who will be in a safety-sensitive position will be subject to a pre-employment drug test. Those candidates who will be required to hold a driver's license will be subject to a pre-employment Department of Motor Vehicles (DMV) records check to ensure a safe driving record.

## EMPLOYEE ACKNOWLEDGEMENT

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job 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.*

### **Acknowledgment**

I acknowledge that I have received a copy of the Office Specialist job description. I understand that it is my responsibility to adhere to the guidelines of the expectations, hours of work and essential duties outlined in this job description.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_