

ORGANIZATION:	City of Canby	DATE:	July 2007
DEPARTMENT:	As Assigned	UNION:	AFSCME Represented
TITLE:	Office Specialist I	FLSA STATUS:	Non-Exempt

PURPOSE OF POSITION: Perform a variety of routine administrative support activities of a limited to moderate complexity which contribute to efficient office operations and require a basic understanding of department and City programs and procedures.

The OSI is distinguished from the OSII in that duties are less varied, more routine in nature, and the work is performed under close supervision.

A variety of routine tasks are performed within well-defined procedures and are reviewed regularly for accuracy, adherence to established policies and procedures, quality and thoroughness. Assistance is readily available from co-workers and/or supervisors. Problems are identified and a solution is suggested to a supervisor for approval.

ESSENTIAL JOB FUNCTIONS:

Provide customer service for assigned department. Greet visitors and answer telephone, determine nature of visit/call, direct to appropriate person, or take and relay messages in absence or preoccupation of department personnel. Respond to routine questions from internal and external customers.

Schedule appointments, meetings and locations. Maintain office schedules, calendars and related organizational processes.

Use word processing software to type routine letters, memos and other material from rough draft and/or verbal instruction. Proofread, review for grammar, and edit documents as necessary.

Compile information and reference materials for supervisor, or as requested by the public, which may require selecting appropriate data from various sources, and preparing summaries and reports as requested. Enter data into computer system from a variety of documents.

Perform a variety of routine administrative activities, such as photocopying, mail, faxing, filing, sorting documents, etc. Process and distribute incoming and outgoing mail.

Maintain files and records to ensure easy retrieval, safety and integrity of files and records, in accordance with established retention guidelines.

Maintain cooperative working relationships with City staff, other organizations and the general public.

Follow all safety rules and procedures for work areas.

Coordinate and perform other projects, functions, and tasks, as assigned. Duties as assigned may include: Accept and receipt payments, coordinate department specific processes.

AUXILIARY JOB FUNCTIONS: Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner. Support and respect diversity in the workplace.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: General knowledge of office practices and procedures, business English, word processing and spreadsheet software, clerical practices, research methods, report composition and preparation

techniques, etc. Ability to operate general office equipment. Equivalent to high school education and one to two years of general office experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES:

DESIRABLE REQUIREMENTS: Knowledge of municipal government functional areas and specific word processing software utilized within the department.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 10 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED: Works under the general supervision of the Department Supervisor/Manager.