

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

PURPOSE OF POSITION: Perform a variety of complex and confidential administrative support activities to contribute to efficient office operations requiring an advanced understanding of department and City programs and procedures.

The OSIV is distinguished from the OSIII classification by performing the most complex and confidential administrative support assignments, performing administrative office management tasks for department directors or upper-level management, and/or on-going lead worker responsibility.

A wide variety of complex and/or confidential tasks are performed under general supervision. Assistance is not readily available from supervisor(s). This classification is expected to function independently in daily tasks and use initiative and independent judgment on non-routine and confidential matters. Acts as lead project coordinator on routine and complex assignments. Problems are identified and solved and only the most unusual/complex problems are referred to a supervisor. The OSIV position may lead/direct activities and act as first line of authority within assigned department.

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, non-routine and technical questions from internal and external customers. Screen incoming calls, mail, personal visits and other requests and forward on as appropriate.

Schedule appointments, meetings and locations. Maintain office schedules, calendars and related organizational processes. Coordinate meetings, calendars, travel arrangements and reservations for manager/director. Resolve conflicting demands.

Use word processing software to type complex detailed documents including, letters, newsletters, memos, minutes and other material from general instructions. Proofread and edit documents, presentation materials, brochures, and other materials for grammar, clarity, punctuation and spelling. Examine documents for completeness and accuracy. Correct errors as necessary.

Serve as chairperson of committees reporting directly to the department director. Coordinate committee activity. Analyze and summarize committee findings and make recommendations based on analysis to facilitate department director's decisions.

Create templates, presentation materials, charts and graphics. Develop and maintain databases for tracking departmental/program information; create reports as needed. Prepare information packets for use within the department.

Compile information and reference materials for supervisor, department director or City Administrator, 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. Coordinate Request for Service activity consistent with department director goals.

Transcribe, compose, type and edit a variety of minutes, correspondence, reports, memo's and other material. Prepare and post public meeting notices. Coordinate materials for distribution. Work with information technology to coordinate department information on City website.

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

Track, order and maintain office supplies. Initiate and process work orders, purchase orders, etc. Assist in budget process by recommending needed equipment, staffing, and/or programs to department manager/director. Research and track budget information throughout the year.

Maintain files, records and confidential documents 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: Advanced 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 plus additional specialized administrative training and over five years of progressively responsible administrative support experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES: Depending on area of assignment; may require knowledge of the National Criminal Instant Check system, and knowledge of/state certification in LEDS (Law Enforcement Data System), MLS (Master of Library Science) and/or other related library experience, Permit Technician certification, or any other required certification or related experience.

DESIRABLE REQUIREMENTS: Knowledge of municipal government functional areas and specific word processing software utilized within the department. Prior experience working for the City of Canby.

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. Attendance at night meetings may be required.

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. May act in a lead role to other employees in the assigned department and/or in the absence of the department director.

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