City of Bellingham
Classification Specification

CLASS TITLE	**Office Assistant I**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**103**
CS:	**Entry**
FLSA:	**Y**
EEO/SOC CODE:	**AS/ 43-4171**

NATURE OF WORK:

Performs entry-level, routine clerical, office and receptionist tasks such as filing; preparing standard forms; preparing routine correspondence; routine posting and compiling of data; and sorting and distributing mail. Provides general information and assistance to the public, City staff and other agencies within well-defined guidelines.

DISTINGUISHING CHARACTERISTICS:

Positions assigned to the Office Assistant I classification are entry level clerical support positions distinguished by the responsibility for performing routine office support and receptionist duties. Many tasks can typically be learned on the job and require limited problem-solving within clearly defined procedures.

The Office Assistant I is distinguished from the Office Assistant II by the Office Assistant II's greater knowledge of departmental functions and procedures required to perform more complex clerical and technical assignments and by the greater problem-solving required in the performance of duties.

SUPERVISORY RELATIONSHIPS:

Reports to various levels of supervisors. Works under close supervision, and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements.

ESSENTIAL FUNCTIONS:

1. Types and distributes standard forms, correspondence, reports, contracts, memoranda, statistics and schedules.

2. Greets and assists the public, City staff and other agencies by phone or in person. Provides information of a general nature as authorized from sources such as published directories and procedures, cash files, resource materials, calendars of events and staff schedules. Refers inquiries/visitors to appropriate department or individual when necessary.

3. Assist the public by scheduling facilities, providing records, issuing standard and routine licenses and permits or receiving various applications. Utilizes a variety of computer software,

including a permit tracking system, word processing, spreadsheet and database applications.

4. Sorts and distributes mail according to general knowledge of department activities and programs. Prepares and sends daily mail, packages or special bulk mailings.

5. Receives, receipts and records fees for permits, rental equipment, citations or facility rentals. Performs routine posting of records and balances cash daily. May prepare invoices or process incoming billings in accordance with established methods.

6. Completes regularly recurring reports; compiles data from varied sources and makes summary reports as required. May involve routine mathematical calculations and tabulations in accordance with established methods.

7. Maintains and updates files and records on computerized and manual recordkeeping systems, including compiling records for microfilming and permanent vault storage. Verifies completeness and quality of records; searches files and records for readily identifiable information as directed. Maintains follow-up on reports requiring periodical action. Assists the public with archived records and public disclosure requests.

9. Schedules appointments, meetings, and training events for department staff, reserves conference rooms and vehicles, and makes travel arrangements as instructed. Notifies those served of itineraries and appointments.

10. Assist in organizing and maintaining office supplies and inventory.

ADDITIONAL WORK PERFORMED:

1. Performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:
- General knowledge of office practices, procedures and equipment.
- Business English, spelling, punctuation and grammar.
- Computerized and manual recordkeeping systems and the ability to maintain them.
- Basic math including the ability to add, subtract, multiply and divide accurately.

Skills in:
- Strong oral and written communication skills, interpersonal sensitivity and problem-solving skills for interacting with a diverse population including City employees and the general public.
- Strong data entry skills which include the ability to efficiently operate data entry software and related programs.
- Strong skills in providing customer service to internal and external customers using tact, courtesy and good intent.

Ability to:
- Follow written and oral instructions, and to prioritize workload for completion in a timely manner.

- Coordinate, prioritize and complete multiple tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Understand and execute verbal and written City/department/divisional instructions, policies and procedures.
- Operate standard office equipment such as, computer, transcriber, calculator and photocopier.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
    - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
    - Frequently communicate accurate information and ideas with others;
    - Frequently remain stationary for long periods of time;
    - Move between work sites;
    - Occasionally transport objects up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting with extensive time spent at a computer workstation. Environment includes a normal range of noise and other distractions with very low everyday risks working around standard office equipment. Work involves frequent interruptions and public interactions; possibility of exposure to hostile and offensive language.

EXPERIENCE AND TRAINING REQUIREMENTS:

- One-year general office experience in a busy office including receptionist, public contact and recordkeeping duties required.
- One year of coursework or technical training in basic bookkeeping, business administration or related field may substitute for one year of general office experience.
- Ability to type at level required for specific position.
- Experience working with word processing and computerized recordkeeping systems preferred.

NECESSARY SPECIAL REQUIREMENT:

- Valid Washington state driver's license and good driving record is required for selected position. Candidates must submit a three-year driving abstract prior to hire.
- Police security clearance is required prior to hire for selected positions.
- Employment contingent upon passing a criminal background check. Selected positions may require additional background check.

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12/24

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COMMISSION ADOPTION: 12/11/2024

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