City of Bellingham
Classification Specification

CLASS TITLE	**Office Assistant II**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**106**
CS:	**Entry/Promotional**
FLSA:	**Y**
EEO/ SOC CODE:	**AS/43-4171**

NATURE OF WORK:

Performs intermediate level, detailed and technical clerical and receptionist duties requiring broad knowledge of a department's/division's functions and procedures. Prepares, maintains and updates manual and computerized recordkeeping systems. Coordinates, schedules and arranges specific division services. Posts and balances entries and enters and verifies data. Provides detailed information and assistance to the public, City staff and other agencies.

DISTINGUISHING CHARACTERISTICS:

Positions assigned to the Office Assistant II classification are intermediate level positions distinguished from Office Assistant I classification by the greater complexity of clerical and technical assignments; the greater knowledge of departmental functions and procedures required to compile, verify and prepare detailed reports and records; the more extensive detailed servicing of the public; and the greater problem-solving required to perform the work. Work is performed independently in accordance with established methods, practices and systems.
The Office Assistant II is distinguished from the Office Assistant III by the Office Assistant III's comprehensive technical knowledge and independent judgment utilized to coordinate all activities of a specialized division program. The Office Assistant III performs work within broadly defined practices and procedures.

SUPERVISORY RELATIONSHIPS:

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

ESSENTIAL FUNCTIONS:

1. Prepares, maintains and updates manual and computerized recordkeeping systems to retain and retrieve files following department procedures. Assists City staff and public with record retrieval and department public disclosure requests. Maintains department files, scans records, prepares records for archiving, creates transmittal sheets and arranges transmittal of records to Records Center for storage and/or destruction.

2. As directed, compiles data from varied sources and prepares summary reports. May involve statistical calculations and tabulations in accordance with established formulas and equations.

3. Searches files and records for readily identifiable information as directed or based on City policies or legal requirements. Obtains information from other groups as necessary and as authorized in order to complete own assignment. Notifies other agencies/departments as per policy.

4. Initiates completion of recurring reports and standard form letters. Maintains accumulative records, conducting periodic audits as necessary; maintains follow-up system on reports requiring action on a periodic basis.

5. Coordinates, schedules and arranges specific division services with various staff members, departments or agencies. Schedules training, registers staff for conferences and makes travel arrangements for staff. Notifies participants of schedule. Prepares and processes travel authorizations, completes travel advance requests and expense reports.

6. Assists the public, City staff and other agencies by phone, in person, electronic and standard mail when information requested is specifically provided and known such as from published records, specific directories and procedures, computer databases or calendars of events. Receives visitors and ascertains the nature of their business or inquiries within scope of authority and refers others to appropriate individuals or departments. This may involve duties such as issuing licenses and permits as authorized, providing copies of published materials, circulating library materials and other related matters. Explains division policies, procedures and processes.

7. Working from specific instructions and procedures, performs various posting and balancing of assigned portions of records and accounts such as payroll, accounts payable or utility billings. May initiate, reconciliate and process invoices.

8. From written drafts or verbal instructions, prepares a variety of letters, memos, forms and reports using word and data processor, and standard office equipment. Proofs own material to assure proper layout, arrangement, grammatical composition and inclusion of all pertinent information from the source. May assist in updating and maintaining the Division Web pages and social media sites including basic web editing, data entry, uploading documents and correcting broken links.

9. Files, sorts and distributes mail, posts notices and memos to bulletin boards.

10. Maintains office supplies and department specific inventories including preparing purchase requisitions and maintaining related records.

11. Issues, tracks and accounts for items related to a specific office function, such as out-of-office cash bags, parking permits, and facility keys.

12. May serve as Time Administrator. Runs preprogrammed payroll/timekeeping reports, verifies information and processes corrections as directed by management staff to ensure data is complete and correct; submits payroll information to the Payroll Department within established deadlines.

13. May attend meetings to record proceedings and transcribe minutes from shorthand notes or tape recordings. Types minutes in final form and distributes to group members.

14. May perform regular or back-up clerical, and/or reception duties for a department.

ADDITIONAL WORK PERFORMED:

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

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

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

Skills in:
- Strong computer skills including utilizing word processing, data entry/retrieval, recordkeeping, spreadsheet and Microsoft Office applications.
- Strong oral and written communication skills and interpersonal sensitivity skills for interacting with a diverse population including co-workers and the general public.
- Strong skills in providing customer service to internal and external customers using tact, courtesy and good intent.
- Skills in organization and planning, problem analysis, adaptability and flexibility.

Ability to:
- Follow written and oral instructions, to prioritize workload for completion in a timely manner and to work independently or as a member of a team depending on project needs.
- Handle extensive public contact and to remain calm in stressful situations.
- Establish and maintain manual and computerized filing and recordkeeping systems.
- Operate standard office equipment such as computer terminal, calculator and photocopier.
- Read, understand, apply and explain City/department/divisional policies and procedures.
- Work independently, organizing work with a minimum of supervision.
- Coordinate, prioritize and complete multiple tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions, fluctuating workloads and changing priorities.
- Ability and willingness to learn new applications and techniques.
- Maintain the confidentiality of sensitive written materials and communications.
- 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;
    - Move between work sites;

- Occasionally transport objects from twenty (20) up to (50) 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:

- Two years of progressively responsible clerical experience in a busy office setting including receptionist, extensive 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.
- Demonstrated experience with computer software and computerized recordkeeping, including data entry/retrieval, spreadsheet, word processing and files maintenance is required.
- Ability to type at level required for specific position.
- One year of coursework or related training in basic bookkeeping, administrative support or similar field is preferred for selected positions.

NECESSARY SPECIAL REQUIREMENT:

- Police security clearance is required prior to hire for selected positions.
- Valid Washington State driver's license and good driving record is required for selected positions. Candidates must submit a three-year driving abstract prior to hire.
- 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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Interim Human Resources Director

COMMISSION ADOPTION: 12/11/2024