City of Bellingham
Classification Specification

CLASS TITLE	**Office Assistant III**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**107**
CS:	**Yes**
FLSA:	**Y**
EEO/SOC CODE:	**AS/43-4171**

NATURE OF WORK:

Performs senior-level specialized and the most complex technical clerical duties which require a comprehensive knowledge of department and/or City-wide functions, practices and procedures. Provides detailed, technical information and assistance to the public; coordinates the processing of forms, notices, orders or material for specialized division programs; develops and maintains an accurate and timely record-keeping system or database including layout and arrangement of reports; maintains confidentiality of information or records by following defined procedures for proper handling and disposition. May perform regular or back-up clerical, and/or reception duties for a department.

DISTINGUISHING CHARACTERISTICS:

Positions assigned to the Office Assistant III classification are skilled level positions. They are distinguished from Office Assistant II classification by the responsibility for performing the most complex clerical and office tasks. These positions require comprehensive knowledge of departmental and/or City-wide functions and procedures. They also require broad technical knowledge and independent judgment to coordinate all activities of a specific office function or service. Work is performed within broadly defined practices and procedures.

While the Office Assistant III coordinates all activities of a specialized office function or service, the Administrative Secretary supports higher-level processes and broader organizational office management. The Administrative Secretary performs confidential assignments, provides administrative support to department leadership, as well as to boards and commissions all of which require a higher degree of independent judgement and decision-making.

SUPERVISORY RELATIONSHIPS:

Reports to various levels of supervisors. Works independently under general supervision, and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements. May provide day-to-day direction to lower classified employees, volunteers, work study students, and interns.

ESSENTIAL FUNCTIONS:

1. Provides detailed and technical assistance to the public, City staff and other agencies by phone, in person, electronic and standard mail that requires thorough knowledge of laws, regulations, policies and procedures. Provides program information, communicates with vendors, responds to inquiries and refers to appropriate staff.

2. Coordinates the processing of forms, notices, orders or material for specialized division programs such as record retention procedures, library collections, traffic and misdemeanor tickets, citations, licenses and police records. May record and correct invoices.

3. Develops and maintains an accurate and timely record-keeping system or database including layout and arrangement of reports; assures inclusion of all pertinent information from sources; assures compliance with public records regulations or standard cataloguing practices. May do special records or information retrieval projects.

4. Collects, selects, classifies, catalogs and compiles data from several sources and prepares summary reports as required. May involve statistical calculations and tabulations in accordance with established formulas and equations, and interpretation of data within departmental guidelines and policies.

5. Maintains follow-up system on reports, bibliographic records, orders or other matters requiring action on a periodic basis. Audits reports and/or records systems periodically, notifying appropriate individuals of discrepancies and correcting information as required.

6. Enters data or orders and searches computer databases for information and records pertinent to specialized division programs. Maintains confidentiality of information or records by following defined procedures for proper handling and disposition of each type of information.

7. Assists in development and maintenance of City records management program. Files, retrieves and purges, maintains, recommends and implements records tracking systems; designs departmental file system using City's records classification system; advises and/or trains departments on filing system and forms design.

8. Initiates, prepares, proofs and distributes forms, letters, brochures, orders, routine correspondence, statistical reports and other documentation. Develops own content as authorized in accordance with established procedures or instructions.

9. Develops clerical procedures, routines, forms and record-keeping systems. Recommends and implements administrative processes and procedures to improve workflow and organization within scope of responsibility. Instructs others in such procedures and coordinates workflow to avoid duplication of work.

10. Schedules appointments and meetings, reserves conference rooms and vehicles; makes travel arrangements, registers staff for conferences, completes travel advance requests and expense reports as instructed. Notifies those served of itineraries and appointments.

11. May serves as back-up receptionist for the department.

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.

ADDITIONAL WORK PERFORMED:

1. May work independently to carry out defined departmental and/or City-wide programs or projects.

2. Performs other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Thorough knowledge of specific department and City-wide program procedures, policies, terminology and related regulations.
- Comprehensive knowledge of office practices, procedures and equipment.
- Knowledge of business English composition, spelling, punctuation and grammar.
- Intermediate math skills, including the ability to add, subtract, multiply and divide with accuracy.
- Working knowledge of computer software usage to include file management, word processing software (including templates and macros), and other MS Office Suite products.

Skills in:
- Excellent oral and written communication skills, interpersonal sensitivity and problem-solving skills for interacting with a diverse population including co-workers, program participants and the general public.
- Stress tolerance and the ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Strong skills in providing customer service to internal and external customers using tact, courtesy and good intent.
- Strong computer skills including word processing, data entry/retrieval, recordkeeping, spreadsheet applications.

Ability to:
- Interpret and apply program/department information in making work decisions or in providing information to others.
- Maintain complex specialized records and prepare narrative and statistical reports based thereon.
- Work independently and make appropriate decisions regarding work methods and priorities.
- Establish and maintain varied and detailed computerized filing and recordkeeping systems.
- Operate standard office equipment such as, calculator, computer terminal, telephone and photocopier.
- Work with a high degree of accuracy and attention to detail and to follow detailed procedures and work schedules in an atmosphere of frequent interruptions and working deadlines.
- Maintain confidentiality of sensitive information.
- Function effectively in an advanced technology environment and contribute to the Division's overall mission and goals.
- Ability to assign, review and guide the work of lower classified employees or volunteers.
- 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 up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

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

EXPERIENCE AND TRAINING REQUIREMENTS:

- Three years of progressively responsible clerical experience in a busy office setting with 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 data entry and the use of computer software including word processing, spreadsheets, databases computerized record keeping systems and file management applications required.
- Ability to type at level required 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.

PREPARED BY: Kenny Consulting Group
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REVIEWED BY: _____
Ameleah Sullivan
Interim Human Resources
Director

REVISED BY: L. Klemanski
2/02

A.Silva
E. Weinberg
12/24

COMMISSION ADOPTION: 12/11/2024