



## JOB DESCRIPTION

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**ORGANIZATION:** City of Lebanon  
**DEPARTMENT:** Senior & Disabled Services

**LOCATION:** Lebanon, OR  
**DATE:** August 2018

**JOB TITLE:** Office Clerk

**JOB STATUS:** Non-exempt  
**FLSA Exempt:** No

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**PURPOSE OF POSITION:** Provide clerical support for the Dial-A-Bus program and the Senior Center.

**ESSENTIAL JOB FUNCTIONS/DUTIES & RESPONSIBILITIES:** *The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.*

1. Perform a variety of general office duties in support of the Dial-A-Bus program and the Senior Center such as photocopying, assembling information, distributing mail, taking inventory and filing.
2. Answer phones, help at the front counter and greet and assist visitors as they come in. Schedule appointments, sign seniors up for classes and events and assist visitors with information requests and agency referrals.
3. Organize and maintain the public service brochure wall. Contact agencies to request additional supplies and information as needed.
4. Provide back-up to dispatcher/scheduler for the Dial-a-Bus and Loop transportation systems.
5. Assist during monthly potluck and other special events. Work with other senior center staff and groups to keep rooms set up, organized and clean. Assist with opening and closing functions.
6. Prepare letters of correspondence, notices, agendas, advertisements, flyers, informational handouts, brochures, reports, power point presentations, charts and posters, as requested.
7. Perform other duties as assigned by the Department Director or designee.
8. Follow all safety rules and procedures for work areas and adhere to all safety guidelines in the City Safety Manual.
9. Maintain work areas in a clean and orderly manner.
10. Maintains regular job attendance and adherence to working hours.
11. Operates a motor vehicle safely and legally; possess and maintain a valid Oregon Driver's License with an acceptable driving record.

**MANDATORY QUALIFICATIONS:****Education & Experience:**

1. Equivalent to a high school diploma.
2. One-year office experience, which demonstrates the knowledge, skills and abilities to perform the above duties.

**DESIRABLE QUALIFICATIONS:**

1. Customer service experience.
2. Additional office training.

**KNOWLEDGE, SKILLS, AND ABILITIES:** The qualities below reflect the working dynamic of the position.

**Knowledge of:**

1. Accounting, office procedures and practices, business math, spelling, grammar, business English, operation of a variety of office equipment, word processing and spreadsheet software, and record keeping procedures.
2. Specific word processing, spreadsheet and other software programs utilized within the department is desirable.
3. Quality customer service practices.

**Skill in:**

1. Interpreting, understanding, and applying technical reports, codes, statutes, rules, and regulations.
2. Evaluating work priorities, procedures, and processes to determine their effectiveness and efficiency.
3. Providing outstanding customer satisfaction (internally and externally).
4. Use of Microsoft Office and applicable specialized software.
5. Following and supporting directives from management.

**Ability to:**

1. Communicate orally and in writing in a clear and concise manner.
2. Represent the City positively and effectively in meetings.
3. Establish and maintain effective working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS OF POSITION:**

1. While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility.
2. Duties involve moving materials weighing up to 5 pounds on a regular basis and may infrequently require moving materials weighing up to 25 pounds.
3. 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.

**SUPERVISION RECEIVED:** Works under the direction of the Senior & Disabled Services Director.

  
Approved by City Manager: 8/1/2018  
August 2018