JOB DESCRIPTION

ORGANIZATION: City of Lebanon
DEPARTMENT: Community Development/Engineering.

LOCATION: Lebanon, OR
DATE: July 2015

JOB TITLE: Office Assistant I

JOB STATUS: Non-exempt
FLSA Exempt: No

PURPOSE OF POSITION: Provide customer service and administrative support to both the public and City staff members in support of the operations of the Community Development Center (CDC) and Engineering Services.

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. Greet and assist visitors, and answer telephone calls. Determine nature of visit/call and direct to appropriate person.
2. Research, interpret, and provide information from various resources, such as municipal code, development code, building code, maps, fee schedules, City charter, City processes and procedures.
3. Receive applications, complete intake process, and calculate fees in accordance with adopted fee schedules, and issue permits, licenses, registrations and reservations.
4. Enter and verify data with regard to projects, permits, licenses, registrations and reservations.
5. Research and assign cost account codes to invoices and prepare check requests, and route to supervisor for approval.
6. Prepare letters of correspondence, notices, agendas, advertisements, flyers, informational handouts, brochures, reports, power point presentations, charts and posters.
7. Provide administrative support for City meetings as needed.
8. Register staff for conferences, meetings, and trainings. Make appropriate travel reservations.
9. Prepare accounts payable and receivables as required. Responsible for grant billings.
10. Archive CDC and Engineering files in accordance with record retention schedules.
11. Perform general office tasks, including photocopying, assembling materials, sending facsimiles, opening and distributing mail, preparing out-going mail, maintaining/updating data, maintaining adequate inventory levels and supplies, and any other assigned tasks.
12. Perform Notarial duties as needed.
13. Follow all safety rules and procedures for work areas and adhere to all safety guidelines in the City Safety Manual.

14. Develop and sustain positive, cooperative, team-oriented working relationships with supervisor, co-workers, and ancillary staff.

15. Maintains regular job attendance and adherence to working hours.

16. 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. Three years office experience, which demonstrates the knowledge, skills and abilities to perform the above duties.

Licenses & Certificates:
1. Notary Public license for the State of Oregon within six months of hire.
2. Possess and maintain a valid Oregon operator’s driver’s license with acceptable driving record within 30 days of hire.

DESIRABLE QUALIFICATIONS:
1. Previous municipal government experience and/or construction office experience is desirable.
2. Associate's Degree in related field.

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 CDC Director.

Approved by City Manager: July 2015