

## City of Oregon City

## Position Description

Position: Office Specialist I	AFSCME Union
Department/Site: Various Departments	FLSA: Non-exempt
Evaluated by: Department Director or Designee	Salary Grade: 15

### **Summary**

Performs general clerical support, data entry, and reception duties, following well-established policies, procedures, and methods. Assignments are usually in areas where other, more senior level, administrative support positions provide guidance, partial leadership, and prioritize specific work assignments.

### **Distinguishing Career Features**

The Office Specialist I represents the first level in a multi-tiered career path. The Specialist I performs work that is focused in these areas: typing and data entry, receptionist, records maintenance, filing and retrieval of information, and processing business transactions. Advancement potential exists along the Office Specialist, Municipal Court Secretary, and accounting clerical ladders, all requiring additional specialization and knowledge of the terminology and procedures used.

### **Essential Duties and Responsibilities**

- Types (keyboards) from copy or standing instructions, forms, memoranda, correspondence, and reports using established formats.
- Enters data onto established data entry screens of business transactions (e.g., deliveries, purchase orders, printing orders, forms, licenses, etc.).
- Processes business transactions such as, but not limited to invoices, accounting documents, registration forms, and licenses. May receive and account for money paid by others for items such as, but not limited to, fees and permits.
- Answers a central telephone for a work team and serves as receptionist to support personnel and serve the public. Answers common inquiries, makes appointments, and provides information concerning standards, procedures and programs. Assesses the nature of calls and refers them to appropriate resource.
- Greets walk-in visitors, determines their needs, then either routes them to the appropriate person or service or personally completes the request or transaction.
- Sets up and maintains files using established formats. Assembles, collates and prepares materials for distribution. Posts information and documents to records.
- Orders, receives, shelves and distributes supplies and materials.
- Delivers and picks up a variety of mail, forms, and materials. Sorts and distributes mail.
- Assembles documents and information packets from established formats such as those

used for hiring, new business registration, planning, and routine communications.

- Compiles information onto established formats and maintains a variety of records to support regularly recurring reports that are prepared for administration and external agencies. Extracts data from existing databases and converts to other formats.
- Contacts other departments and outside agencies to locate information and/or services not provided by the department.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

Requires basic knowledge of modern office practices, procedures and equipment including receptionist and telephone techniques and etiquette. Requires basic knowledge and understanding of methods and procedures used alpha-numeric record keeping. Requires basic knowledge of data entry techniques. Requires a working knowledge in the use of common personal computer-based office productivity software. Requires sufficient math skills to perform columnar calculations, decimals, fractions, etc. Requires sufficient knowledge of English language, grammar, spelling and punctuation to prepare correspondence and memoranda. Requires sufficient human relation skills to greet and work cooperatively with others, inside and outside the department.

### **▪ Abilities**

Requires the ability to perform the duties of the position under general supervision. Requires the ability to learn, understand and apply district rules, policies, procedures, and terminology used in the department of assignment. Requires the ability to use a personal computer for data entry, word processing, and spreadsheets. Requires the ability to operate standard office machines. Must be able to maintain record files and prepare reports on pre-determined formats. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City. Requires the ability to work varying shifts.

### **▪ Physical Abilities**

Must be able to function indoors engaged in work of primarily a sedentary nature. Use near vision to write and to read printed materials and computer screens. Use hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment. Ambulatory ability to sit, often for long periods of time, move about campus locations and to reach work materials. Use manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

### **▪ Education and Experience**

The position typically requires a High School diploma supplemented by course work in general office skills and 1 year of experience in general clerical, data entry, and production keyboarding, or equivalent environment.

### **▪ Licenses and Certificates**

May require a valid driver's license.

### **▪ Working Conditions**

Work is performed indoors where minimal safety considerations exist.

*This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.*