

## City of Oregon City

## Position Description

Position: Office Specialist II	AFSCME Union
Department/Site: Various	FLSA: Non-exempt
Evaluated by: Department Director	Salary Grade: 21

### **Summary**

Process customer service-oriented transactions and performs general clerical support, data entry, and reception duties, following well-established policies, procedures, and methods. Assignments may support a variety of administrative areas.

### **Distinguishing Career Features**

Office Specialist II represents the second level in a general clerical career path. Work is focused in these areas: typing and data entry, receptionist, records maintenance, cashier, file maintenance and retrieval of information, and reports. Advancement to Office Specialist II requires experience at Office Specialist I or equivalent, the ability to process financial and non-financial information, and has the basic knowledge of the terminology, practices, and procedures used by customer-service oriented departments. Advancement potential exists in a variety of administrative support and technical career ladders, each requiring additional specialized knowledge and terminology used by the department.

### **Essential Duties and Responsibilities**

- Receives, greets, and directs phone inquires and visitors. Determines their needs, provides a variety of routine information that prepares visitors for meetings and official proceedings, and either routes them to the appropriate resource.
- 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., cash receipts to an accounting system, payroll data, requisitions, forms, etc.). Data entry may require skill at handling private information.
- Processes business transactions such as, but not limited to invoices, cash receipts and other accounting documents. Receives and account for money paid by others for items such as, but not limited to, deposits, fees, fines, permits, and licenses.
- Sets up and maintains files. Assembles, collates and prepares materials for distribution. Posts information and documents to records.
- Screens, sorts, and distributes mail. Organizes and process special mail such as urgent deliveries, packages, and bulk mailings.
- Prepares documents and information packets from established formats such as those used for promoting or describing City services and programs, and routine communications for administrative purposes.

- Assists others with reports by locating and compiling information onto established formats and maintaining supporting records. May be required to extract data from existing databases and convert to alternate 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 alphanumeric 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 routine 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 rules, policies, procedures, and terminology used by the City for customer service processes. 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 accurately complete tasks and transactions within an environment dominated by interruptions. . 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.

- **Physical Abilities**

Must be able to function indoors engaged in work of primarily a sedentary, yet intermittently active nature. Requires the use of near visual acuity to write and to read printed materials and computer screens. Requires hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about office locations and to reach work materials. Requires manual and finger dexterity to type/keyboard at an acceptable rate, operate pointing device and 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 2 years of experience in a high volume customer service, general clerical, data entry, and production keyboarding 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.*