

**CITY OF SALEM
OFFICE ASSISTANT II
flex classification**

**00005
20005
30005
40005
50005**

NATURE OF WORK

This is clerical work processing complex transactions and/or providing secretarial support to City professionals or administrators. It may involve providing work direction to others.

Work involves either:

- 1) Secretarial duties of some variety and complexity involving the taking of dictation through the use of transcription equipment or manual means; skilled word processing of correspondence and report preparation including some independent composition of more routine correspondence; compilation of a variety of data or statistical information for reports; receptionist responsibilities or phone services for a section; scheduling of meetings and the distribution of information, agendas, etc.; management of special projects of a limited and routine nature on behalf of an administrator/professional; the maintenance of a variety of files and records including purchase documents and other related office services and procedures of some complexity.
- 2) Clerical duties of a complex nature such as processing a transaction, including the interpretation of a variety of procedures and processes to a document or incident. Processing documents may involve reviewing a document for completion or gathering information from other sources to complete the needed information; reviewing them for appropriateness and accuracy; entering the information into a computer; reviewing entries for accuracy, completeness and appropriateness; resolving any problems that prohibit the processing to the document or incident. Work in these duties involves independent decision-making within established policies and procedures including identifying and recommending modifications to those procedures as necessary. Transactions are processed by incumbents independently with minimal review by supervisors. The work may also require balancing financial information, initiating cost distributions, word processing or maintenance of financial or data base information, initiating correspondence or resolving processing problems with other agencies or employees.
- 3) A combination of the duties listed in 1 or 2 above requiring initiative on the part of the incumbent to perform responsibilities with minimal supervision after an initial training period.

Considerable public contact may be involved. Employees of this class are expected to employ skill and judgment during these contacts within established policies and procedures. Employees may be privy to information of a confidential nature involving financial, personnel, legal, law enforcement or development issues. Employees assigned to this classification may provide work direction to others including work assignments, training, resolution of routine office problems, review of work, contribution to performance appraisals, discipline or hiring decisions where a supervisor retains final authority. This classification does

not involve full supervisory responsibilities and is not privy to collective bargaining issues as an on-going responsibility of the job.

The work differs from the Staff Assistant I by the absence of a wide variety of secretarial support to division or section managers involving greater independence and decision-making in providing a broad range of secretarial and clerical services. This classification is distinguished from the Office Assistant I by the greater level of authority in processing transactions, resolving problems associated with the transactions and/or the greater secretarial services provided to City supervisors or professionals. This classification differs from the Office Assistant II - Confidential by the absence of on-going responsibilities associated with collective bargaining issues.

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

Performs a range of advanced and complex clerical duties including word processing; detailed, accurate, and rapid data entry; composition of correspondence; maintenance and analysis of records; gathering information from many sources; preparation of statistics; performs mathematical computations including percentages; maintains a variety of financial records; creates information or procedures to increase efficiencies within scope of assignment. Prepares a variety of reports. Performs public contact duties of a varied nature including receiving payments, providing information, making referrals to correct sources, explaining various policies and procedures, etc. Work often involves a thorough knowledge of a technical transaction processes in which decisions are independently made concerning the most appropriate method to process an incident or transaction to completion.

Compiles data for questionnaires and public reports, performs necessary investigations in developing the information; prepares work sheets and tables of some complexity and makes computations on materials assembled; maintains complex financial, personnel, and department transaction records. Enters technical information into computer systems.

Checks or supervises the work performed by others; locates or corrects errors and suggests ways to avoid repetition of mistakes; advises on revised procedures and unusual matters; assists in the training of new employees.

Transcribes oral dictation through the use of transcription equipment, or manually as required, and word processes correspondence, reports, and other materials. Receives telephone calls or visitors and serves as secretary to one or more principal officials; answers inquiries; screens visitors and schedules appointments.

Composes routine correspondence for administrator's signature; assists in preparation of forms and clerical

procedures; relays orders and instructions; checks or assigns work performed by others; organizes and maintains files and accounts.

Notifies meeting members of time, location and topics as well as other participants via telephone or written notice; attends meetings, records matters discussed and action taken, and prepares minutes of meetings. Arranges location of meetings, prepares meeting materials including composing agendas, collating attachments and distributing materials to meeting participants. Maintains current mailing lists for future use.

Performs other related work as required.

WORK QUALIFICATIONS

Experience of a progressively responsible clerical or secretarial nature; graduation from high school including or supplemented by courses in commercial subjects or secretarial science; or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Considerable knowledge of business English, spelling, punctuation, and arithmetic.

Considerable knowledge of modern office practices and procedures and contemporary office equipment.

Considerable skill in the use of the keyboard, computer, calculator, and other related modern office equipment.

Considerable skill in operating computer software systems such as word processing and spreadsheets. Transcribing methods as required in selected positions.

Skill in the taking of oral dictation and transcribing it as required in selected positions.

Considerable ability to make complex arithmetical computations and tabulations with speed and accuracy.

Considerable ability to maintain complex clerical records and to prepare reports.

Considerable ability to use independent judgment in making decisions; plan and organize work for accomplishment and work effectively during changing priorities and interruptions.

Considerable ability to perform duties with initiative and judgment and to use resourcefulness and tact in public contacts.

Ability to establish and maintain good relations with other employees and the public.

OFFICE ASSISTANT II

005

Ability to learn assigned secretarial and clerical tasks readily and to adhere to prescribed routines.

Ability to perform work effectively during changing priorities and interruptions.

Some positions may require possession of a valid Oregon driver's license or Class C driver's license and the ability to meet City driving standards or alternate means of gathering information from other locations or participate in meetings at other locations.

Work is performed within an office environment.

Personnel Director

2/92

jobspec.005