

**City of Salem**  
**CLASS SPECIFICATION**

CLASS. TITLE:	Office Assistant II-Confidential	CLASS. CODE: 0006
DEPARTMENT:	Human Resources Department	FLSA: N
REPORTS TO:	Human Resources Assistant	DATE: 7/1/2002

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**Job Summary:**

Processes complex transactions and/or provides secretarial support to City professionals or administrators; work may involve providing work directions to others. Maintains confidentiality with respect to collective bargaining and other department issues on an on-going basis.

**Essential Job Functions**

(All functions may not be performed by all incumbents.)

1. Responds to incoming calls, screen calls to determine the nature of the call and directs to the appropriate person or department.
2. Greets the public in a professional and courteous manner; provides the public with information that pertains to the general application process for recruitment selections; prepares forms for pre-employment testing; answers a variety of questions regarding personnel services, and testing; and assists the public with all other inquiries as needed.
3. Directs visitors to the appropriate person or department, and assist with all other inquiries upon request.
4. Answers employees questions relating to salary, benefits, personnel actions, etc.; pulls personnel files; provides copies of documents from personnel files as needed; retrieves archive information upon request in a timely manner; prepares meeting material as needed; and prepares outgoing mail.
5. Provides employment verification using Oracle; retrieves personnel archive files, provides copies of documents as needed, and prepares invoice for payments.
6. Ensures that there is an adequate supply of benefit forms and brochures (orders supplies, making copies, etc.) keeps benefit materials updated and accurate according to collective bargaining contract and pollicies; keeps accurate benefit rate sheets on file and that are consistent with orientation needs and contract needs.
7. Prepares notebooks and all other materials for new employee orientation sessions (make copies, collate materials, and insert information); coordinates employee orientation (schedules room availability, notifies employees, assures packets are accurate and prepared in advance before orientation date); responds to customer questions as appropriate; assists with open enrollment as necessary (which includes, but is not limited to: preparing labels, making copies of new material, placing labels on booklets, and contacting each department to arrange pick-up or delivery); and provide general assistance on projects as time permits.
8. Checks for accuracy in amounts, totals figures amount on a Wire Transfer form for approval; enters vendor information in Oracle, sends to appropriate person for approval and then forwards to department for further processing.
9. Gets employment information from Oracle; prepares COBRA rates according to coverage, and sends letters to employees that terminated employment, and send copies to the appropriate department and organization for further processing.
10. Enters COBRA information into Oracle, updates ex-employee/retiree status, enters notification status, enters COBRA coverage rate, and changes spouse/dependent status.
11. Prepares employer LTD statements for Benefits Manager; and assists in Medicare

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questionnaire forms from the Department of Health.

**Important Job Functions**

1. Sets up multi-part files; creates labels for file folders; alphabetizes documents; files employee documents in personnel files in a timely manner with efficiency and absolute accuracy; maintains files and their security; prepares personnel files for microfilm; document imaging, accurately indexing files within policy; adhering to records retention requirements, removes documents that should not be in the files and all types of bindings; and enters information into a spreadsheet.
2. Enters employment applications into SIGMA; and checks applications for personal or other information that may expose the City to potential discrimination claims; verifies any incomplete or inaccurate information such as, signature, job title and recruitment number, and deadline date.
3. Prepares job announcements; prepares recruitment file; responds to verbal and written applicant inquiries regarding vacancies, application status, and employment opportunities.
4. Updates the City's Job hotline/website; ensures job postings and listings are mailed and distributed properly on a weekly basis.
5. Creates master list record files and Referral files; updates selected recruitment workset batch, and prepares appropriate status letters to applicants.
6. Performs other duties as required to ensure efficient operation of the department.

**MATERIAL AND EQUIPMENT USED:**

- Desktop computer
- Telephone
- Printers
- Copier, electronic calculator, fax, and microfiche machine

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High School Equivalent; and

One to two (1-2) years of work experience; or

Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

**License(s) and Certification(s):**

- Completion of Microsoft Office Programs is desirable.

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**KNOWLEDGE AND ABILITIES:**

**Knowledge of:**

- Secretarial or clerical work with some experience in reception.
- Customer service or human resources.

**Ability to:**

- Multi-task and deal effectively with interruptions and deadline in a tactful manner without affecting concentration or accuracy.
- Demonstrate computer skills using Word Perfect, Word, and Excel.
- Perform using database programs such as Oracle, SIGMA HRIS, Extra, and other related software as it pertains to the job.
- Use initiative and work independently with minimal supervision.
- Utilize resources, discretion, and tact in public contacts.
- Establish and maintain effective working relations with other human resources staff and the public using diplomacy and judgement maintaining confidentiality in regard to human resource issues.
- Maintain required work hours and attendance.

**Physically able to:**

- Sit, keyboard, write, hear and speak for extended periods.
- Bend, kneel, stoop or climb.
- Lift up to 20 lbs.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.