

ORGANIZATION:	City of Sherwood	DATE:	2008
LOCATION:	Sherwood, Oregon		
DEPARTMENT:	As Assigned		
FLSA STATUS:	Non-Exempt		
JOB TITLE:	Administrative Assistant II - Pay Group 4		

PURPOSE OF POSITION:

Perform a variety of moderately difficult to complex administrative support activities to contribute to efficient office operations and require a thorough understanding of department and City programs and procedures.

The AAll is distinguished from the AAlll classification by the absence of on-going lead worker responsibility and/or the responsibility to perform less complex and comprehensive administrative support duties.

A variety of moderately difficult to complex tasks are performed within generally defined procedures and are reviewed periodically for accuracy, adherence to established policies and procedures, quality and thoroughness. Work is performed under general supervision and assistance is readily available from supervisor(s). This classification is expected to function independently in daily tasks and required to use judgment on non-routine matters. Problems are identified and solved and unusual/complex problems are referred to a supervisor.

ESSENTIAL JOB FUNCTIONS:

Provide customer service for assigned department. Greet visitors and answer telephone, determine nature of visit/call, direct to appropriate person, or take and relay messages in absence or preoccupation of department personnel. Respond to routine, non-routine and technical questions from internal and external customers.

Use word processing software to type routine and non-routine letters, memos and other material from general instructions. Proof read, review for grammar, and edit documents as necessary. Examine documents for completeness and accuracy. May correct errors as necessary.

Creates templates, presentation materials, charts and graphics. Develop and maintain databases for tracking departmental/program information; create reports as needed. Prepare information packets for use within the department.

Compile information and reference materials for supervisor, or as requested by the public, which may require selecting appropriate data from various sources, and preparing summaries and reports as requested. Enter data into computer system from a variety of documents.

Perform a variety of routine administrative activities, such as photocopying, mail, faxing, filing, sorting documents, etc. Process and distribute incoming and outgoing mail. Accept and receipt payments, coordinate business license process.

Track, order and maintain office supplies. Initiates and enters purchase orders.

Maintain files and records to ensure easy retrieval, safety and integrity of files and records, in accordance with established retention guidelines.

May perform other duties as assigned. Follow all safety rules and procedures for work areas.

Maintain cooperative working relationships with City staff, other organizations and the general public.

AUXILIARY JOB FUNCTIONS:

Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner. Support and respect diversity in the workplace.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: General knowledge of office practices and procedures, business English, word processing and spreadsheet software, clerical practices, research methods, report composition and preparation techniques, etc. Ability to operate general office equipment. Equivalent to high school education and three to five years of general office experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

DESIRABLE REQUIREMENTS: Knowledge of municipal government functional areas and specific word processing software utilized within the department.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 10 pounds. 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. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED:

Works under the general supervision of the Department Manager.