

CITY OF MILWAUKIE

CLASSIFICATION: ADMINISTRATIVE SPECIALIST II

Department: RIM/CD/PW
Location: City Hall/JCB

Grade Number: 6(56)
Union: AFSCME

FLSA: Non-exempt
EEO Category: 6 - Office/Clerical

DESCRIPTION:

Performs a variety of receptionist and administrative support activities of moderate complexity within an assigned area of duties. Assists the public in person and on the telephone; gathers, prepares and inputs data; prepares correspondence; proofreads and edits information; file retrieval, and performs a variety of related clerical tasks in assigned area of responsibility. This is a full journey level classification within the administrative specialist series. Employees in this classification receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Reports to Department Director or Office Supervisor. This classification is distinct from the Administrative Specialist I, which performs more routine duties.

DUTIES AND RESPONSIBILITIES:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

ESSENTIAL DUTIES AND RESPONSIBILITIES: Any one position may not include all of the duties listed depending upon the area assigned.

1. Provides customer service and/or reception support to internal and external customers.
2. Answers the telephone and assists the general public in person; responds to public inquiries in a courteous manner; provides information on departmental and City policies and procedures as required or collects information regarding more complex inquiries and refers to appropriate person for follow-up as necessary.
3. May operate a two-way radio, dispatch calls to staff, and provide information and assistance.
4. Provides administrative support using computer software skills.
5. Types letters, memos and other material from draft, dictation or specific instructions. Proofreads and edits documents, presentation materials, brochures and other documents for grammar, punctuation and spelling.
6. Performs a variety of data entry functions; inputs data from various sources; ensures data is posted to appropriate accounts; proofreads data for accuracy and completeness.
7. Develops and maintains databases for tracking departmental/program information; creates and produces reports from database as required and necessary.
8. Creates templates, macros, presentation materials, slides, charts, graphics and brochures.
9. Collects cash and issues receipts; maintains records and reconciles cash transactions; may make deposits.
10. Processes and distributes incoming and outgoing mail.
11. May prepare documents and packets in electronic format for web use.
12. Makes photocopies, labels, and laminates materials.

ADMINISTRATIVE SPECIALIST II
PAGE 2 OF 3

13. Is responsible for the maintenance of office equipment.
14. Archives records and retrieves records in accordance with State records law.
15. Tracks, orders, and maintains office supplies.
16. Processes a variety of moderately difficult to complex paperwork. Creates and maintains electronic and manual filing systems. Enters and retrieves information.
17. Maintains positive public relations with customers and is responsive to customer needs.
18. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
19. Performs other duties as required.

JOB SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation:

a) Education:

- i) High school diploma or GED; or
- ii) Any equivalent combination of education and experience.

2. Prior Experience:

a) Work Experience:

- i) Two (2) years of progressively responsible related experience; or
- ii) Any equivalent combination of education and experience.

b) Necessary Knowledge, Skills and Abilities:

- i) Thorough knowledge of office practices, procedures and equipment.
- ii) Knowledge of standard business English composition, spelling, grammar and punctuation.
- iii) Knowledge of intermediate to advanced level knowledge of word processing, database and spreadsheet software.
- iv) Ability to operate standard office equipment including, multi-line phones, computers, copiers, fax machines, credit card machines, and two way radios.
- v) Ability to create documents in Word, Excel, Access and other job specific operating systems.
- vi) Ability to maintain filing and record keeping system.
- vii) Ability to prepare complex reports, correspondence, and records.
- viii) Ability to learn, apply and explain in detail the City and departmental policies and procedures.
- ix) Ability to work independently, prioritizing multiple tasks to meet deadlines while maintaining accuracy and attention to detail.
- x) Ability to greet the public and respond to inquiries both in person and via the telephone and/or e-mail.
- xi) Ability to establish and maintain effective working relationships.
- xii) Ability to work as a team member.
- xiii) Ability to perform the essential functions of the job.

3. Special Requirements:

- a) Some positions, must possess, or be able to obtain by time of hire, a valid Oregon or

ADMINISTRATIVE SPECIALIST II
PAGE 3 OF 3

Washington State Driver's License;

- b) Must be able to pass the department's security clearance standards, including review of driving record for jobs where applicable.
- c) Some positions may require the person to obtain a Public Notary Commission within six (6) months of hire.

4. **Tools and Equipment Used:**

- a) Computer and printer, fax machine, credit card machine, and copy machines; Computer software including MS based word-processing, spreadsheet, graphics, desktop publishing, and data base, and telephones and specific operating programs for respective area.

5. **Supervision:**

- a) This position does not provide supervision to any other staff.
- b) Operates under the general direction and supervision of the Department Director or Office Supervisor.

6. **Communications:**

- a) Has frequent communication with the public, vendors, professional service firms and other staff.
- b) The communications may be confidential and will have access to confidential materials and communications.

7. **Cognitive Functions:**

- a) Work is moderately monitored.
- b) Policies and procedures governing positions are well defined but some latitude is allowed.
- c) Problems are of moderate difficulty but precedent is often available.

8. **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) Work is performed in office an office setting.
- b) Some evening meetings may be required depending upon the position.
- c) The employee may occasionally lift and/or move up to 25 pounds such as boxes of paper etc.

9. **Resource Accountability:**

- a) Person may handle moderate levels of resources and/or cash transactions however has limited influence over them.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Drafted: 11/20/90
Adopted: 09/08/00
Revised: 11/30/04 (Previously Office Assistant job title)