

## CITY OF SPOKANE VALLEY

### POSITION DESCRIPTION

Class Title: Office Assistant I  
Department: Varies  
Division: Varies  
Date: August 29, 2022

Job Code Number: 515  
Grade Number: 9-10  
FLSA Status: Non Exempt  
Location: City Hall

#### GENERAL PURPOSE

Performs a variety of routine and semi-skilled clerical, secretarial and administrative work in receiving and responding to calls, answering phones, maintaining official records, copying documents, compiling materials, providing office assistance to an assigned supervisor or department, receiving the public, providing customer assistance, cashiering, word processing, data processing, or assisting in the maintenance of departmental records.

#### SUPERVISION RECEIVED:

Works under the close supervision of an assigned supervisor.

#### SUPERVISION EXERCISED

None.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

Prepares and maintains a variety of files. Files documents according to a fixed filing system routine.

Answers in-coming calls and routes callers or provides information as required.

Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

Performs routine clerical and administrative work in answering phones, receiving the public, providing customer service assistance, cashiering, data processing, or bookkeeping.

Processes citizen service requests and complaints. Routes to appropriate departments or agencies.

Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Receives, stamps and distributes incoming mail, processes outgoing mail.

Develops and maintains office forms and procedures, and assists with administrative tasks involving existing work programs, personnel, budgeting, or facilities.

Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports.

Assists in the preparation of meeting agendas and supporting materials; may take and transcribe minutes; prepares and distributes minutes and reports.

Assists in the maintenance of official City documents and records.

Schedules, appointments, and performs other administrative and clerical duties.

May schedule appointments; register personnel for conferences and seminars, and make travel arrangements and itineraries.

Operates listed office machines as required.

#### PERIPHERAL DUTIES

May issue various licenses and permits as assigned.

May serve as a cashier including receipting of various municipal payments, and posting receipts to appropriate accounts.

Provides backup to related positions.

Serves on a variety of employee committees as assigned.

#### DESIRED MINIMUM QUALIFICATIONS

##### Education and Experience:

(A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, and

(B) Some related work experience, or any equivalent combination of related education and experience.

##### Necessary Knowledge, Skills, Abilities, and Other Traits:

(A) Working knowledge of modern office practices and procedures; working knowledge of computers and electronic data processing; some knowledge of bookkeeping principles and practices.

(B) Skill in the operation of listed tools and equipment; Skill in the use of standard office suite software applications.

(C) Ability to perform clerical and administrative tasks accurately with little direction.

(D) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to communicate effectively verbally and in writing; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

#### SPECIAL REQUIREMENTS

Valid Washington Driver's License

#### TOOLS AND EQUIPMENT USED

Phone switchboard; mainframe computer terminal; personal computer; copy machine; postage machine; fax machine.

#### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### 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. The noise level in the work environment is moderately noisy.

## SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job 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.

Approval: \_\_\_\_\_

Human Resources Director

Approval: \_\_\_\_\_

City Manager

Effective Date: August 29, 2022

Revision History: May 13, 2003 - Established  
August 29, 2022 - Update