

CITY OF SPOKANE VALLEY
POSITION DESCRIPTION

Class Title: Office Assistant II – Reception
Department: Community & Public Works
Division: Building
Date: May 16, 2023

Job Code Number: 510
Grade Number: 10-11
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 the central telephone system, maintaining official records, providing office assistance to City personnel as assigned, receiving the public, providing customer assistance, cashiering, word processing, data processing, and assisting in the maintenance of official City records.

SUPERVISION RECEIVED:

Works under the general supervision of the Development Services Coordinator.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Answers in-coming calls and routes callers or provides information as required. Operates the central multiline telephone.

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, , or facilities.

Assists in the preparation of reports and supporting materials for meetings.

Assists in the maintenance of official City documents and records.

Schedules appointments and performs other administrative and clerical duties.

May schedule appointments; 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) Two (2) years of increasingly responsible related experience, an equivalent combination of related education and experience may be considered.

Necessary Knowledge, Skills, Abilities, and Other Traits:

(A) Considerable 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; 10-key calculator.

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

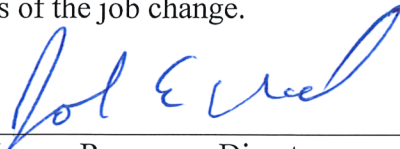
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment 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: May 16, 2023

Revision History: May 13, 2013 - Established
February 28, 2012 – Updated
May 16, 2023 - Updated