

**CITY OF ALBANY
CITY COUNCIL AGENDA
STAFF REPORT**

Agenda Date: 9/8/2009

Reviewed by: BP

SUBJECT: Office Assistant II Classification

REPORT BY: Aaron Walker, Human Resources Manager

STAFF RECOMMENDATION

Approve Resolution #09-41, establishing the classification of Office Assistant II.

DISCUSSION

Currently, the City of Albany has only one classification that performs administrative, receptionist, and related clerical duties in the Public Works Division of the Community Development Department, titled Office Assistant. The Department would like to expand the duties of the incumbent in this position, which include providing a higher level of administrative and clerical support to the Division Manager and other staff, and more technical information and troubleshooting advice to residents and the general public. As these expanded duties involve greater experience and expertise than those included in the Office Assistant position description, the Department recommends the establishment of a higher-level classification. Attached is the position description for the proposed Office Assistant II classification, as well as the position description for the re-titled Office Assistant I classification.

SUSTAINABILITY IMPACT

None.

FINANCIAL IMPACT

The promotion of the incumbent to Office Assistant II would result in a 5% increase in her salary and retirement premium. The annual cost of this increase would be \$2,120. Funds are available in the Community Development Department budget.

Attachments:

Resolution #09-41

A. Position Description for Office Assistant II

B. Position Description for Office Assistant I

OFFICE ASSISTANT I

DEFINITION

Under direct supervision of the department Director and/or the department Supervisor, perform general clerical duties, basic arithmetical and accounting functions, basic record keeping, greeting the public, and to do other work as required.

EXAMPLE OF DUTIES – duties may include but are not limited to the following:

1. Typing and proofreading department correspondence, memos, flyers, rosters, forms, and commission and committee minutes, agendas, and records;
2. Greeting and providing information to the public in person or over the telephone; acting as the department receptionist;
3. Receiving cash and checks; recording transactions; controlling petty cash; balancing daily cash drawer; preparing bills and claims and other financial reports;
4. Operating PC computer, copy and adding machines, department appliances, and phone system;
5. Maintaining file system; sorting and filing documents, correspondence, personnel records, chronicle files, and other records.

QUALIFICATIONS

Graduation from high school, with courses in typing and office practices.

Ability to: perform general office work; make basic arithmetic and accounting computations; file accurately; greet public with courtesy and tact; follow written and oral directions; proofread written material; type at a speed of 45 accurate words per minute.

CITY OF ALBANY
POSITION DESCRIPTION

OFFICE ASSISTANT II

Description:

Under minimal supervision by the department director or division manager, performs general administrative and clerical duties, reception and dispatch functions, accounting and record-keeping tasks, and other work as required.

Distinguishing Characteristics:

This is the journey-level classification in the Office Assistant series, and requires considerable general and technical knowledge, experience, skills, and abilities to perform the duties listed below.

Essential and Important Duties:

- Receive telephone calls, faxes, e-mails, and visits from residents and others seeking information, assistance, and service. Respond by providing both general and technical information. Use knowledge and skills to help troubleshoot and solve problems. Prepare Work Orders, determine resource requirements and levels of urgency, and prioritize services. Edit and proofread contracts and documents. Schedule and dispatch service staff as necessary.
- Operate a personal computer, fax, copier, calculator, other office machines, phone system, and two-way radio. Receive and send e-mail and voice-mail messages. Produce correspondence, memos, flyers, rosters, forms, and records. Maintain electronic and hard copy file systems for the division.
- Provide administrative and clerical support to the division manager and other staff.
- Input and update information in multiple database systems. Produce a wide variety of regular and ad hoc reports and information logs.
- Interact and conduct business with vendors and service providers. Oversee the coding and approval of invoices. Purchase and maintain supplies and equipment. Receive checks, record transactions, control petty cash, and prepare bills, claims, and other financial reports.
- Receive, distribute, and send shipments and mail. Coordinate payroll-reporting information for division staff.
- Gather information, conduct research, and coordinate and process claims that have been filed against the City.
- Follow procedures and practices pursuant to City policy to minimize the use of scarce natural resources, minimize toxic materials, promote healthy behaviors and activities, and minimize carbon emissions.

Knowledge, Skills and Abilities:

Knowledge of:

- Standard and accepted office practices and procedures. File management and record keeping systems.
- Designated computer software and its applications, including word processing, spreadsheet, database management, and e-mail and calendar programs.

- Communication systems including telephone equipment and two-way radios.
- City government, department, and division organization, functions, services, policies and procedures, and relevant technical and topical information.
- Standard and accepted English usage, spelling, grammar, and punctuation.
- Arithmetic and basic accounting calculations and computations.

Skill and Ability to:

- Perform general administrative and clerical work involving independent judgment and requiring speed and accuracy.
- Operate a variety of office machines and equipment including personal computer, fax, copier, calculator, other office machines, phone system, and two-way radio.
- Operate a computer and utilize designated word processing, spreadsheet, database management, e-mail and calendar, and other software programs accurately and effectively.
- Prepare a variety of clear and concise reports, correspondence, and other documents.
- Maintain effective records management and filing systems.
- Understand, organize, and reference a wide variety of information and records.
- Organize and prioritize a variety of tasks in an effective and timely manner.
- Learn and understand City, department, and division structure, organization, functions, services, policies, procedures, and relevant technical and topical information.
- Communicate effectively with the public and others by phone, in writing, and in person, displaying courtesy and tact.
- Read and write English at a sufficient level for successful job performance. Speak and enunciate English accurately and in an understandable manner.
- Perform arithmetic and basic accounting calculations and computations.
- Understand and carry out both oral and written directions in an independent manner.
- Establish and maintain positive working relationships with those contacted in the course of work.

Education and Training Guidelines:

Any combination of education, training, and experience that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to demonstrate the knowledge, skills, and abilities would be:

- Three years of increasingly responsible, broad and varied administrative and clerical experience.
- A High School diploma or GED equivalent, supplemented by courses in specialty education (computer classes, typing courses, office management, etc.).

Special Requirements:

Positions in this classification must possess and maintain a valid California Driver's License.