



CITY OF WILLAMINA Classification Description

Job Title: Administrative Assistant
Starting Salary: \$21.01 per hour
Department: City Hall
Reports to: City Manager
FLSA Status: 40 hours/week, Non-Exempt
Remote work: Not eligible for remote work.
Bargaining Unit: LiUNA Local 737

SUMMARY: This position represents all City offices to the community. The Administrative Assistant manages the front office, performing a variety of routine clerical, basic accounting, and data entry activities and related tasks. The administrative assistant provides direct support to the Public Works Department and cross trains with other departments to provide back-up coverage as needed.

This is an entry level position that receives only occasional instruction or assistance as new or unusual situations arise. At this level employees are expected to be fully competent in interpreting and applying operating policies and procedures. Must be able to problem solve and work in a fast-paced environment.

SUPERVISION: Receives direct supervision from the City Manager. Supervision of other employees is not a normal responsibility of this position.

WORKING HOURS: Monday through Friday; additional participation in after-hours work-related meetings or activities may be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other related duties may be assigned.

- ❖ Answers incoming calls and greets walk-in customers.
- ❖ Responds to a variety of questions and explains agency rules, regulations, and procedures. Directs inquiries to appropriate personnel as needed.
- ❖ Manages utility accounts, processes a variety of payments including court payments, and reconciles receipts.
- ❖ Processes and maintains business license applications.
- ❖ Receives and routes incoming mail, processes documents, maintain files, and operates a variety of office equipment.
- ❖ Extensively operates a personal computer requiring proficiency in a variety of software programs including word processing, spreadsheet, and database programs.
- ❖ Provides administrative support to the Public Works Department.

- ❖ Coordinates with staff to create processes and procedures.
- ❖ Composes and edits a variety of documents, correspondence, and reports.
- ❖ Coordinates with staff to compile and publish the monthly newsletter.
- ❖ Manages City social media accounts, assists in creating marketing materials and maintaining City Website.
- ❖ Orders and maintains office supplies and arranges office equipment maintenance.
- ❖ Maintains internal calendar, schedules and coordinates meetings, conferences, reservations, and travel arrangements.
- ❖ Acts as liaison to City Planner and processes a variety of Planning applications.
- ❖ Cross-trains and acts as backup to Finance Assistant. May be cross trained to back-up other office staff or duties.

QUALIFICATIONS

EDUCATION and/or EXPERIENCE: Minimum of two years of experience in office, administrative, or secretarial work including experience involving a high level of public contact in a customer service capacity. High school diploma or general education degree (GED) required. Any satisfactory equivalent combination of education and experience which ensures the ability to perform the work.

KNOWLEDGE, SKILLS & ABILITIES: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the ability to understand and follow moderately complex directions.

- ❖ **Customer Service:** Ability to manage difficult or emotional customers, respond promptly to customer needs or questions, and problem solve solutions to customer needs. Expected to be courteous and cooperative with all staff, volunteers, patrons, contractors, community members and elected officials at all times.
- ❖ **Language Skills:** Ability to read and interpret written information such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write clearly and informatively and edit work for spelling and grammar. Ability to speak effectively before groups of customers or employees of an organization.
- ❖ **Mathematical Skills:** Ability to add, subtract, multiply and divide. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- ❖ **Computer Skills:** Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook). Ability to navigate the Internet.
- ❖ **Other Skills and Abilities:** Ability to work independently and make informed decisions. Assignments may be general in nature requiring the ability to independently plan and prioritize work processes. Thorough knowledge of standard office procedures. Ability to operate standard office equipment including personal computers, calculators, multi-line telephones, etc.

Demonstrated ability to use tact and diplomacy when dealing with the public and elected officials. Ability to establish, maintain and foster positive working relationships with all City departments, co-workers, public officials, community members, and other contacts. Ability to maintain the highest level of confidentiality at all times.

LICENSING AND OTHER REQUIREMENTS: Must pass a criminal history background check. This position may require fingerprinting as required by Oregon Revised Statutes.

the position requires the use of a personal or City vehicle for City and Library business. Individuals must be physically capable of operating the vehicle safely, possess a valid Oregon Driver's license (or be able to secure one within one (1) month of the hire date) and have an acceptable driving record. Additional trainings, licenses, or certificates may be added.

PHYSICAL DEMANDS & 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.

Work is performed in an indoor office setting, from within a vehicle, and outdoors in all weather conditions. On occasion, inspection work may be performed in unsanitary and unpleasant environments. On rare occasion, may be required to work long hours in emergency situations.

The position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports and other activities using a computer keyboard.

The position requires near and far vision in reading correspondence, data and using the computer. Acute hearing is required when providing customer service. The need to lift, drag, and push files, materials boxes, paper and documents weighing up to forty [40] pounds is also required.

The duties listed above are intended only as illustrations of the diverse 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 position 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.

EEO STATEMENT: The City of Willamina embraces diversity and are committed to creating an inclusive environment for all employees. The City of Willamina is an equal opportunity employer and does not discriminate against any employee or applicant because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, veteran status, marital status, pregnancy or related condition (including breastfeeding), or any other basis protected by law.