



## City of Lake Oswego, Oregon

### Job Description

#### SUPPORT SERVICES SPECIALIST

**FLSA Status: Non-exempt**

**Union Representation: LOMEA**

**Salary Grade: 117**

**Job Code: 2017**

#### Class Summary

Under supervision, performs a variety of moderate to complex technical activities in support of a Computerized Maintenance Management System (CMMS) and other business programs using specific computer equipment and software programs and requiring specialized program, project or functional knowledge. In addition, this position is responsible for purchasing, receiving, storing, inventorying, and issuing a variety of tools, parts, equipment, electronics, clothing, fuel and other items. The position provides general assistance to the Public Works team and assists in a variety of tasks including processing invoices, analyzing internal procedures, providing training on business systems, and more.

#### Essential Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:*

1. Work with Public Works staff to identify and analyze internal procedures to facilitate the automation of accurate and efficient maintenance of asset records.
2. Assess Public Work's needs and identify methods to manage information with greater efficiency and reliability.
3. Provide formal training and ongoing technical assistance in the use of the Computerized Maintenance Management System (CMMS), backflow system, and other business systems including responding to and resolving routine problems from system users, data entry, monitoring production runs, and printing and distributing reports.
4. Provide general assistance to the Support Services Supervisor, Utility Superintendents, and Public Work Director on a variety of administrative and CMMS system-related tasks.
5. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
6. Serve as backup to the Administrative Assistant on taking phone calls and customer service walk-ins.
7. Purchase, receive, store, inventory, and issue a variety of tools, parts, equipment, electronics, clothing, fuel or other items used in a wide variety of construction, maintenance, operational, and office activities.
8. Process invoices by coding them, attaching documentation, and coordinating payment through the Finance Department.

9. Prepare and manage bids, which includes managing janitorial, laundry, and other areas as needed as well as provide contract support for Public Works.
10. Use computerized systems to track and control a wide variety of tools, parts, equipment, and fuel.
11. Monitors and maintains databases, project tracking systems and other technical information systems required for studies, spreadsheets, graphs, projects and programs; may conduct field observations, activate, expire or correct lost or corrupt data.
12. Coordinates with the IT staff to resolve problems with the system applications and works with the software provider to accomplish modifications and maintenance.
13. Performs other duties of a similar nature or level.

## **Minimum Qualifications**

### **Knowledge of:**

- Asset management systems and their relationships to Graphical Information Systems (GIS).
- Theory, concepts and business application of personal computer systems.
- Database management applications as they are used within the City organization.
- Hardware and software applications related to the functions and operations of the department.
- Related business practices and operations.
- Regulations and laws relating to purchasing.
- Personal computers and related software applications.

### **Skills and Abilities to:**

- Provide exceptional customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Operate a personal computer and perform software troubleshooting function.
- Analyze and evaluate data, formulate proposals and implement computer system plans.
- Organize and prioritize tasks and assignments.
- Present effective training programs in the use of the CMMS system.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

### **Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is to be a high school graduate or possess a certificate of equivalency upon appointment and though college level or equivalent training in computer science; and training or experience providing knowledge of the function and operations of the department to which assigned; and responsible experience providing support to users.

### **Licensing and Other Requirements:**

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

### **Physical and Mental Demands**

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

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**Department Director**

**Date**

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**Human Resources Director**

**Date**

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**Employee**

**Date**

*This 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.*