



City of Lake Oswego, Oregon

Job Description

ADMINISTRATIVE SUPPORT I, II, III

FLSA Status: Non-exempt

Salary Grade: 114; 110; 115; 116

Union Representation: LOMEA or Confidential

Job Code: 1025; 1055; 1064; 1064CO

Class Summary

Under general supervision positions in this broad class perform a wide variety of administrative support functions. This is a flexibly staffed series. Appointments may be made at any of the three levels based on employee's skills, knowledge, ability and experience. Incumbents appointed at the lower level may be promoted up to the highest level without further competition subject to meeting the employment standards and requirements for this classification.

Distinguishing Characteristics

ADMINISTRATIVE SUPPORT I: This is the entry level class in the administrative support job classification series. The incumbent is responsible for performing administrative support duties under general supervision of a higher level administrative person. Judgment is required to select among standard office methods or to devise working procedures for own desk. Problems and/or errors are recognized and referred to a higher level administrative person. Incumbents are responsible for accuracy, completeness, and end products of work and may assign and check the work of others. Requires knowledge of a variety of standard procedures, an understanding of the terminology of the unit served, and some familiarity with the work done in related departments.

ADMINISTRATIVE SUPPORT II: This is the full working level class in the administrative support job classification series. The incumbent is responsible for performing administrative support duties under limited supervision. Incumbents make decisions regarding the processing of administrative paperwork, accuracy of data, and corrections of errors according to clearly stated policies and guidelines. Incumbents regularly contact other departments and/or organizations in the course of their work and may perform standard bookkeeping or payroll tasks and scheduling of meetings. Incumbents are expected to use word processing skills and/or perform basic data management tasks. Incumbents may be expected to provide routine review and interpretation of data, recognizing irregularities and then reporting these irregularities to immediate supervisor.

ADMINISTRATIVE SUPPORT III: This is the advanced level class in the administrative support job classification series. The incumbent is responsible for performing administrative support duties, working independently and determining own methods and procedures on new assignments. Responsible for a complete administrative function, several dissimilar functions, or a section of a technical/professional function. Incumbents frequently report to or support one or more managers and resolve conflicts in priorities, handle sensitive matters, exercise discretion and judgment, and independently prepare correspondence and meeting materials. In a setting requiring a high level of contact with the public,

incumbents may have lead responsibility over other positions and handle more difficult problems. When serving as the secretary to the top administrator, incumbents have independent responsibility to convey information with authority, handle highly sensitive matters, and interact with high-level contacts with other organizations, community figures, or officials. Incumbents are expected to set up operational systems and procedures, and may have sole responsibility for carrying out the administrative activities of the department or division. On project assignments, incumbents are expected to recognize irregularities in data, discuss them with a supervisor, and assist in coming up with solutions. The Administrative Support III position may be classified as a confidential employee.¹

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:

Administrative Support I

1. Makes appointments and travel arrangements.
2. Processes applications, registrations, payments, police and court records, fee assessments and collections, and related materials.
3. Provides employees with office supplies.
4. Assists in preparing in-house training and communications materials.
5. Prepares a variety of regularly scheduled reports.
6. Uses automated office equipment such as a computer to compose and type letters, newsletters, reports, and other materials.
7. May be required to accept payments and account for monies received.
8. Performs other duties of a similar nature or level.

Administrative Support II

Incumbents may perform any of the duties of an Administrative Support I and these additional duties:

1. Performs typing assignments; proofreads, researches, gathers, compiles, and computes information and figures for a variety of reports.
2. Sets up and maintains filing systems, manuals, records, and spreadsheets. Maintains various databases.
3. Assists in the preparation of reports, graphs, and presentations using spreadsheet and graphics software.
4. Performs bookkeeping and/or accounting/budgeting-related duties.
5. Manages program registrations.
6. Attends meetings, taking and transcribing minutes of proceedings.
7. Independently prepares correspondence.
8. Edits and proofreads documents and correspondence for other members of department.
9. Performs other duties of a similar nature or level.

Administrative Support III

Incumbents may perform any of the duties of the lower Administrative Support positions and these additional duties:

1. Acts as an information source on organization policies and procedures.
2. Assists in establishing office policies and procedures.

¹ “Confidential employee” means one who assists and acts in a confidential capacity to a person who formulates, determines and effectuates management policies in the area of collective bargaining. ORS 243.650

3. Coordinates special projects and department activities.
4. Prepares and coordinates service contracts, program records and evaluations, catalogs and related information.
5. Assists in recruitment of seasonal staff.
6. Creates and maintains numerous databases.
7. Independently writes newsletters or other publications.
8. Provides primary administrative support for various commissions, boards, task forces, subcommittees, and other groups.
9. Maintains personnel records, time reports, and leave balances.
10. Creates and updates complex schedules.
11. Conducts research and information gathering assignments for professional and administrative staff.
12. Assists various staff with complex software related problems, including basic training of software.
13. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- City policies, rules, and regulations related to area of assignment.
- Operations, procedures, rules, and precedents of the department where assigned.
- Account and statistical record keeping.
- Modern office methods, practices, procedures, and equipment.
- Mathematics.
- Proper English usage, spelling, grammar, and punctuation.
- Work organization and delegation principles.
- Personal computers and related software applications.

Skills and Abilities to:

- Read, spell accurately, write legibly, and file documents according to alphabetic and numeric sequences.
- Communicate effectively and deal tactfully and courteously with the public and City employees.
- Operate manual and automated office equipment and keyboards, including various application programs.
- Prepare and maintain a variety of records and reports.
- Assemble, reach and retrieve documents.
- Perform responsible and difficult office assistance work with speed and accuracy.
- Interpret and apply City and departmental rules, laws, and policies with good judgment.
- Keep and maintain financial and statistical records.
- Analyze situations accurately and take effective courses of action.
- Type at a speed of 60 words per minute with a high level of accuracy.
- Develop and maintain effective and positive working relationships with external customers and internal staff.
- Promote positive public relations.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- 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:

Administrative Support I

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a High School diploma or G.E.D and six months to one year of general office support work experience or related field; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Administrative Support II

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a High School diploma or G.E.D and one to two years of general office support work experience or related field; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Administrative Support III

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a High School diploma or G.E.D and two to four years of general office support work experience or related field; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing and Other Requirements:

Some positions in this classification may be required to possess 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.

Department Director **Date**

Human Resources Director **Date**

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.