CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Planning Department Office Assistant**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Planning Department**	**EEO4CODE:AS**

JOB SUMMARY:

Performs intermediate-level, detailed and technical clerical duties requiring broad knowledge of the Planning Department functions and procedures. This position logs, distributes, and tracks a variety of materials to support the functions of the department and maintain manual and computerized files and records. Serves as a primary backup to the department receptionist.

SUPERVISORY RELATIONSHIP:

Reports to the Administrative Secretary who assigns, reviews, and evaluates work in coordination with department professional staff. Works under the guidance of State and federal laws, City ordinances and codes, and departmental policies.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performs secretarial and clerical duties. Types, word-processes and edits, drafts forms, and enters/retrieves data as required. In coordination with Administrative Secretary, receives and composes correspondence of professional staff. Also prepares notices, reports, forms, labels, etc.

2. Performs backup reception duties: Greets, assists, and provides information to visitors of the Planning Department both in person and utilizing a telephone and e-mail. Screens calls, records messages, and/or refers inquiries to appropriate staff. May also be required to open, sort and distribute Planning Department mail to appropriate staff and assist in collating, labeling, and processing bulk mailings.

3. Distributes bids, news releases, notices, and periodicals.

4. Maintains log and updates status of incoming permits.

5. Prepares records for archives and coordinates transmittal of department files to Records Center. Maintains computerized record-keeping system for the Planning Department. Produces various related reports for appropriate staff, as requested.

6. Assists in the preparation and distribution of agendas for the Technical Review Committee.

7. Maintains Planning Division reading file.

8. Assists Administrative Secretary in the preparation of paperwork for payroll changes, new hires, separations, etc.

9. Processes payments, applications, and registrations; completes posting and balancing entries; and compiles and enters data. May also perform cashiering duties.

ADDITIONAL WORK PERFORMED:

1. Provides assistance to the Administrative Secretary, as needed.

2. As assigned, performs other appropriate duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

- Ability to understand, and apply as appropriate, departmental functions, policies, procedures, and practices.
- Knowledge of office procedures and practices and ability to use a variety of office equipment, including computer, typewriter, multi-line phone system, copier, fax, etc.
- Knowledge of various filing systems (computerized and hard-copy) and ability to accurately maintain them.
- Strong literacy skills, including reading, business and technical composition; knowledge of standard English usage, spelling, punctuation, grammar, and letter format; ability to detect/correct errors in written materials.
- Strong computer skills including word processing, data entry/retrieval, record-keeping, spreadsheet applications; ability and willingness to learn new applications and techniques.
- Excellent oral and written communication skills for effective problem solving and interaction with a diverse population including co-workers, program participants, and the general public.
- Ability to add, subtract, multiply, divide, and compute percentages with accuracy; ability to use 10-key with accuracy.
- Ability to follow written and oral instructions, to prioritize workload for completion in a timely manner, and to work independently or as a member of a team.
- Ability to handle extensive public contact and to remain calm in stressful situations.
- Ability to tolerate stress and to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Ability to maintain client confidentiality.
- Physical ability to perform required duties of the position.
- Ability to apply established procedures and guidelines with regard to keeping accounts and preparing financial reports.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.

WORKING ENVIRONMENT:

Work is performed in a busy office environment and includes a normal range of noise and frequent distractions with very low risks working around standard office equipment. Work involves sitting and answering telephones for extended periods of time and direct contact with public. Additionally involves working at a computer terminal for extended periods of time.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of two (2) years secretarial/clerical work experience in a busy office environment, including receptionist duties with extensive public contact required.
- Intermediate utilization of computer software, including word processing, data entry/retrieval, spreadsheet, database management required. MS Office experience preferred.

- Typing at 45 wpm NET required.
- Prior secretarial experience in a public agency desirable.

PREPARED BY: S. Larssen
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11/00

REVIEWED BY: _____
Patricia R. Decker, Director
Planning Department

COMMISSION ADOPTION: _____