CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Planning And Community Development Office Assistant**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:E/P**
		FLSA:Y
DEPARTMENT:	**Planning and Community Development**	**EEO4CODE:AS**

JOB SUMMARY:

The primary responsibility of this position is receptionist for the Planning and Community Development Department. Additionally this position will perform a variety of general office and secretarial duties. Word processes, logs, distributes and tracks a variety of material to support the functions of the department. Maintains manual and computerized files and records.

SUPERVISORY RELATIONSHIPS:

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

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performs reception duties: Greets, assists and provides information to visitors of the Planning and Community Development Department both in-person and utilizing multi-line telephone console and computerized message system. Screens calls, records messages and/or refers inquiries to appropriate staff.

2. Opens, sorts and distributes Planning and Community Development Department mail to appropriate staff. Collates, labels, and processes bulk mailings. Distributes bids, news releases, notices and periodicals.

3. Performs secretarial and clerical duties such as typing, word processing and editing, drafting forms and data entry/retrieval as required. In coordination with Administrative Secretary, receives and composes correspondence of professional staff.

4. Maintains schedule of meetings in large and small conference rooms for both the Planning and Community Development Department and for various city department uses.

5. Maintains computerized recordkeeping system for Community Development and Planning Department. Produces various related reports for appropriate staff as requested.
6. Assists in the preparation and distribution of agendas for the weekly Technical Review Committee.

7. Maintains Planning Division reading file. Maintains log and update status on incoming permits using Tidemark.

8. Prepares paperwork for payroll changes, new hires, separations, etc.

9. Assists in the tracking of Planning Division's Project Management Program.

10. Tracks and logs investigation correspondence on code violations

11. Assists Administrative Secretary in maintaining and producing Planning Commission packages and information files.

12. Other related duties as assigned that can be performed at the telephone workstation.

ADDITIONAL WORK PERFORMED:

1. Provides back-up to the Administrative Secretary and assistance to the Planning and Community Development Division Secretaries in the performance of their duties.

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

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

– Ability to gain knowledge of departments purpose, policies, procedures, functions and practices, and to apply as appropriate.
– Knowledge of office principles and practices and ability to use a variety of office equipment, including computer, typewriter, multi-line electronic digital phone system, copier, fax, etc.
– Knowledge of various filing systems (computerized and hard-copy) and ability to accurately maintain them.
– Good 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, recordkeeping, spreadsheet applications; ability and willingness to learn new applications and techniques.
- Strong oral and written communication skills, interpersonal sensitivity and problem solving skills for interacting 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 depending on project needs.
– 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 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. Also works extensively at a computer work station.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of two (2) years of general office/secretarial work experience in a busy office environment, including receptionist duties with extensive public contact required.
- Intermediate utilization of computer software, including wordprocessing, data entry/retrieval, spreadsheet, data base management required. WordPerfect experience preferred.
- Keyboarding speed at 45 wpm NET required.
- Prior secretarial experience with a public agency desirable.

PREPARED BY: Barbara Clark
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10/94

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10/97

COMMISSION ALLOCATION: _____