CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:					
Classification Specification: OFFICE TECHNICIAN 2					
Salary Range: <u>NR16</u>					
Position Description: Office Technician 2					
Incumbent:					
Location: Office of the Mayor					

GENERAL PURPOSE:

Under the direction of the Executive Assistant, perform a variety of technical, clerical, and administrative duties in support of the Mayor's Office.

Work is characterized by routine technical and clerical tasks of above-average difficulty such as answering multiple telephone lines; greeting visitors; providing information and assistance to others; receiving, sorting, and distributing mail; maintaining records; typing, filing, scheduling, and coordinating meetings; ordering supplies; and assisting in projects as requested. Because of the nature of work, the incumbent may also be required to deal with difficult individuals requiring the use of conflict management skills. The incumbent must maintain professional composure and demonstrate tact, patience, and courtesy at all times.

Work is performed under continuing supervision. The supervisor indicates what is to be done, limitations, quality and quantity of the work expected, deadlines, and priority of assignment. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments. The incumbent will carry out recurring assignments independently, but refers deviations from procedures to the supervisor for help or decision. Work is reviewed for technical accuracy and compliance with instructions or established procedure.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as receptionist for the Mayor's office by answering multiple incoming telephone lines; greeting office visitors; providing information and assistance to callers including residents, City employees, and various outside agencies; and taking messages or referring calls or visitors to appropriate personnel or departments.

Assist the Mayor's office by tracking/monitoring routine resident/business inquiries or complaints; providing information or referring citizens to the appropriate department.

Maintain and update a comprehensive list of inquiries to the Mayor's office

Position Description: Office Technician 2 Page 2 of 4

including non-confidential letters, e-mails, telephone, and walk-in inquiries.

Track and monitor documents including, but not limited to, contracts, Boards and Commission terms, and liquor licenses.

Receive, scan, sort, and distribute incoming and outgoing mail.

Scan public documents such as procurement card statements and correspondence.

Confirm meetings, appointments, conferences, etc. through the department staff members' calendar; notify appropriate department staff of meetings and events as needed; and maintain the Mayor's conference room calendar.

Record work activities for the administrative staff.

Assists in updating informational materials relating to City of Kent and Administration, including researching and updating current phone numbers and website pages; and contacting appropriate departments to notify them of needed corrections.

Compile, collate, and duplicate information; package and distribute completed copies.

Assist department staff with mailings as they relate to projects.

Maintain comprehensive complaint and request database/software and other assigned records, logs, and files; perform filing; and locate materials and information in records and files as required.

Order and maintain adequate stocks of office supplies as assigned.

Process payroll as directed and accounts payable; process invoices for payment; setup vendors as necessary; and maintain the bill pay log.

Attend meetings or act as a representative on citywide committees as assigned.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Assist or substitute for other office personnel as assigned.

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

• Modern office practices, procedures, and equipment including personal computers and related software such as Microsoft Suite and Outlook

- Municipal government policies, procedures, and structure
- Applicable local, state, and federal laws, codes, regulations, and ordinances
- Effective interpersonal skills using tact, patience, and courtesy
- Telephone techniques and etiquette
- Basic recordkeeping techniques
- · Bookkeeping and basic accounting principles
- Correct English grammar, spelling, punctuation, and vocabulary
- Effective oral and written communication skills

SKILLED IN:

- Telephone etiquette and various techniques to properly assist a diverse assortment of inquiries and persons
- · Communicate effectively both orally and in writing
- Effective use of interpersonal skills including tact, patience, and courtesy
- Effective use of modern office practices, procedures, and equipment including personal computers and related software such as Microsoft Windows XP
- Typing, answering multiline telephones, and basic letter composition

ABILITY TO:

- Learn the policies, procedures, activities, and programs of an assigned area or office quickly and accurately
- Perform clerical duties of above-average difficulty
- Carry out recurring assignments in a timely and independent manner
- Work effectively on multiple tasks at one time
- Confirm calendars and check appointments as directed
- Operate modern office machines and equipment listed below
- Learn computer software such as word processing and spreadsheet programs
- Maintain records and files
- Maintain confidentiality
- Communicate clearly and effectively both orally and in writing
- Establish and maintain cooperative and effective working relationships with others
- Respond to the public and all visitors with courtesy and tact
- Complete assigned work with many interruptions
- Type, proofread, and edit general correspondence and reports including letters, memoranda, etc.
- Add, subtract, multiply, and divide
- Apply common sense understanding to carry out instructions furnished in oral or written form and deal with practical problems

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, or equivalent, supplemented by some college level

course work or training in office support or related field; and

Experience: Two (2) years of increasingly responsible general clerical or related

experience with some public contact.

Or: In place of the above requirement, the incumbent may possess any combination of relevant education and experience, which would demonstrate the individual's knowledge, skill, and ability to perform the

essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

 Valid Washington State driver's license, or the ability to obtain within thirty days of employment

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer including word processing and spreadsheet software, printer, telephone, fax machine, copy machine, calculator, and scanner.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk; and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 35 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in an indoor office environment, subject to multiple interruptions by walk-in citizens, employees, telephone calls, and interoffice activities. While performing the duties of this job, the employee may be exposed to individuals who are irate or hostile and may be required to travel to different sites. The noise level in the work environment is usually moderate.

Position Description: Office Technician 2				Page 5 of 4	
SIGNATUR	ES:				
Incumbent	t's Signature	Date	Supervisor's Signature	Date	
Approval:					
	nt Director/Designee	Date	Employee Services Director/Designee	Date	
** Note:	This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.				

Revised: 08/06/02; 12/4/07