

City of  
**EDMONDS**  
Washington

**SENIOR OFFICE SPECIALIST – City Clerk’s Office**

<b>Department:</b>	City Clerk’s Office	<b>Pay Grade:</b>	NE-06
<b>Bargaining Unit:</b>	SEIU	<b>FLSA Status:</b>	Non Exempt
<b>Revised Date:</b>	January 2012	<b>Reports To:</b>	City Clerk

**POSITION PURPOSE:** Under general supervision, performs a variety of specialized clerical and technical duties in an assigned area of office; provides information and assistance to others as required. Answers switchboard for all city departments and provides reception services for City Hall.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Performs a variety of technical and clerical duties such as: processing accounts payable, posting records, making mathematical computations and compiling and recording information from clearly indicated sources.
- Develops, prepares and maintains computerized records, inventories, maintenance management systems, lists, logs and files related to office activities, customer service and other data specific to the assignment; proofreads various written materials such as: reports, letters and other materials and assure accuracy.
- Performs various clerical duties including: answering telephones and greeting visitors; provides information in person or on the telephone or refers to appropriate personnel; opens, screens and routes mail.
- Composes, prepares and types a variety of correspondence, memos, reports and other materials and proofreads materials to assure accuracy and completeness.
- Receives, processes and monitors purchase orders, fees, applications, invoices, permits, refunds and other materials according to established procedures; communicates with accounting personnel as needed; prepares receipts and deposits as appropriate.
- Types correspondence, memoranda, reports, requisitions, forms and other documents; operates a computer to enter data and generate letters, records and reports.
- Provides information and services to other City departments and personnel, various outside agencies and organizations and the general public.
- Schedules appointments and meetings and notifies appropriate individuals of meeting times and locations; arranges for meeting facilities as needed; prepares calendars as required.
- Prepares and coordinates purchase of office supplies, equipment and other expenditures; maintains inventories and assures proper stock level; prepares and processes requisitions.
- Assists supervisor, department personnel and other clerical staff as required; participates in assignments specific to the position. Serves as backup to Accounting Assistant and Business License Clerk as needed.

## **JOB DESCRIPTION**

### **Senior Office Specialist**

#### **Required Knowledge of:**

- Operates office machines including: computers, copiers, calculators and other equipment as assigned.
- Account payable practices and procedures.
- Administrative functions and operations of a City government.
- Policies and objectives of assigned program and activities.
- Accurate, lawful and efficient record-keeping techniques.
- Interpersonal skills using tact, patience and courtesy.
- Principles of customer service and public relations.
- Proper telephone etiquette.
- Effective oral and written communication principles and practices.
- Modern office procedures, methods, and equipment including computers and computer applications sufficient to perform assigned work.
- English usage, spelling, grammar and punctuation.
- Principles of business letter writing.

#### **Required Skill in:**

- Performing basic accounts payable duties for assigned areas. Adding, subtracting, multiplying and dividing quickly and accurately.
- Planning and performing technical administrative office coordination duties.
- Maintaining records, files, and information in compliance with laws, policies, and procedures.
- Answering telephones and greeting the public courteously.
- Preparing a variety of reports, logs, records and files related to assigned activities.
- Determining appropriate action within clearly defined guidelines.
- Being flexible and able to work with diverse personalities.
- Researching a variety of subjects and presenting information in an efficient, accurate manner.
- Utilizing personal computer software programs and other relevant software affecting assigned work.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.
- Meeting schedules and time lines and ability to work independently.
- Communicating effectively verbally and in writing, including public relations and customer service.

#### **MINIMUM QUALIFICATIONS:**

##### **Education and Experience:**

High School Diploma/GED Certificate supplemented by college level course work in office administration or related field and two years of office clerical experience including extensive public contact.

##### **Required Licenses or Certifications:**

Valid State of Washington Driver's License.

Must be able to successfully complete and pass a background check.

Notary license preferred.

**JOB DESCRIPTION**  
**Senior Office Specialist**

**WORKING CONDITIONS:**

**Environment:**

- Office environment
- Constant interruptions

**Physical Abilities:**

- Hearing, speaking or otherwise communicating to exchange information in person or on the phone.
- Reading and understanding a variety of materials
- Operating a computer keyboard or other office equipment.
- Sitting, standing or otherwise remaining in a stationary position for extended periods of time.
- Bending at the waist, kneeling, crouching, reaching above shoulders and horizontally or otherwise positioning oneself to accomplish tasks.
- Lifting/carrying or otherwise moving or transporting up to 20 lbs.

**Hazards:**

- Contact with dissatisfied or abusive individuals.

**Incumbent Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Department Head:** \_\_\_\_\_

**Date:** \_\_\_\_\_