



**CITY OF GRANTS PASS, OREGON  
CLASS SPECIFICATION**

**WEBMASTER**

**FLSA Status:** Non-Exempt  
**Bargaining Unit:** GPEA  
**Salary Grade:** B22

**CLASS SUMMARY:**

The Webmaster is a Technical Support – Information Technology Stand Alone class. Incumbents are responsible for overseeing the City’s website design, content, postings, and links. Duties include website editing of text and images, , maintenance and development, website trouble-shooting and problem solving, internal and external provision of customer service regarding requests and complaints, and performance of website analysis of traffic and subscribers.

**TYPICAL CLASS ESSENTIAL DUTIES:** These duties are a representative sample; position assignments may vary.

- Monitors and evaluates all website activity and new content including writing and editing of content as needed.
- Develops website documentation, user guides and related training and provides technical support to internal and external users accessing consultants as needed.
- Collects and analyzes website data including traffic, user feedback and develops reports.
- Makes recommendations regarding website policies and procedures, innovations and other enhancements based on industry and government best practices research.
- Communicates website services including conduct of website meetings regarding interdepartmental coordination, needed training, website updating, and publicizing of website services.
- Performs other duties of a similar nature or level.

**Training and Experience** (positions in this class typically require):

An Associate’s Degree in a related field and two years of directly related experience are required; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):

- None

**Knowledge** (positions in this class typically require):

Knowledge of:

- Information technology principles and practices;
- Website design and management;
- Basic understanding of HTML and Cascading Style Sheets;
- Municipal government software and hardware;

*Employees of the City of Grants Pass uphold the values of  
Integrity, Vision, Accountability, Leadership, United and Excellence in our service to our community.*

- City organization and management;
- Applicable City policies and ordinances; and,
- Applicable Federal, State, and local laws, rules and regulations.

**Skills** (positions in this class typically require):

Skill in:

- Research and analysis related to website productivity and usage;
- Application of website communication concepts and technologies;
- Managing websites;
- Keyboarding and data entry;
- Ability to multiMulti-tasking;
- Troubleshooting website issues;
- Creating and delivering relevant training to users;
- Using a computer and related software applications; and,
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**Physical Requirements:**

Positions in this class typically require: grasping, fingering, feeling, talking, hearing, seeing, repetitive motions, , balancing, stooping, kneeling, crouching, crawling, rreaching, standing, walking, pushing, pulling, and lifting.

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.

Positions in this class require regular attendance and punctual employee presence. Incumbents may be required to work overtime and perform standby duties.

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**Note:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

**Classification History:**

Adopted by Council July 2, 2008, Resolution No. 5379

Revised August 1729, 2016

