



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

**OFFICE ASSISTANT**

**FLSA Status :** Non-Exempt  
**Bargaining Unit :** GPEA  
**Salary Grade :** G01

**CLASS SUMMARY:**

The Office Assistant is the entry level of the Support Services Series. Incumbents are responsible for public counter and telephone customer service, word processing, and general office duties such as filing and copying, basic data entry, information gathering, and cashiering. Independent work and complexity of assignments increase with knowledge and experience.

The Office Assistant is distinguished from the Department Support Technician which is responsible for journey level office support.

---

**CORE COMPETENCIES:**

- ***Integrity/Accountability:*** Conducts oneself in a manner that is ethical, trustworthy and professional; demonstrates transparency with honest, responsive communication; behaves in a manner that supports the needs of Council, the citizens and co-workers; and conducts oneself in manner that supports the vision and goals of the organization taking pride in being engaged in the community.
  - ***Vision:*** Actively seeks to discover and create ways of doing things better using resources and skills in an imaginative and innovative manner; encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal; and listens and is receptive to different ideas and opinions while solving problems.
  - ***Leadership/United:*** Focuses on outstanding results of the betterment of the individual, the organization and the community; consistently seeks opportunities for coordination and collaboration, working together as a team; displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is done well.
- 

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

- Conducts internal and external customer service which may include directing callers, greeting visitors, taking payments, issuing prepared permits, answering questions regarding policies and procedures, processing mail, making appointments, coordinating meetings, preparing reports, handling complaints, and arranging travel and meetings.
- Performs general office duties which may include typing correspondence, reports, letters, minutes, ordinances, agreements, agendas, petitions, prepares public notices, applications and memoranda, copying, filing and archiving of correspondence and other documents.
- Researches, assembles and produces information which may include brochures, website postings and website updates, educational materials.

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

- May track and monitor activities such as occupancy status and notifications, calendars and appointments, review requests such as permit extensions, and coding and data entry of accounts payable, review and route invoices, purchase orders and expenditures reports.
  - Proofs documents and submittals for completeness and logs and track various files/procedures.
  - Prepares records, such as legal notices and minutes.
  - Tracking, maintaining and updating various records.
  - Performs other duties of a similar nature or level.
- 

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

A High School Diploma or GED, and two years of general office experience including customer service 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.

---

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

- Oregon Driver's License – Class C (may be required, varies by department)
  - Certification of 40 words per minute at 95% accuracy keyboarding skills.
- 

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

Knowledge of:

- Administrative support principles and practices;
  - Event/meeting production requirements;
  - Office automation equipment and practices;
  - Applicable City policies and ordinances; and,
  - Applicable Federal, State, and local laws, rules and regulations.
- 

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

Skill in:

- Keyboarding, data entry, filing, copying and other general office duties;
  - Organization of meetings and events;
  - Managing a variety of administrative functions;
  - Production of materials;
  - Records maintenance;
  - Using a computer and related software applications;
  - 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: talking, hearing, and seeing, fingering and repetitive motion.

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 travel may be required.

---

**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 September 22, 2016, June 22, 2018, 02/01/2019

Approved:

\_\_\_\_\_  
Diana Mejia, Human Resources Director

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

\_\_\_\_\_  
Aaron K. Cubic, City Manager

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