



CITY OF GRANTS PASS, OREGON CLASS SPECIFICATION

WEBMASTER

FLSA Status : Non-Exempt
Bargaining Unit : GPEA
Salary Grade : G15

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.

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.
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ESSENTIAL CLASS 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.

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

- Performs other duties of a similar nature or level.
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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
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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;
 - City organization and management;
 - Applicable City policies and ordinances; and,
 - Applicable Federal, State, and local laws, rules and regulations.
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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;
 - Multi-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.
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Physical Requirements:

Positions in this class typically require: grasping, fingering, feeling, talking, hearing, seeing, repetitive motions, reaching,

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.

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 29, 2016; June 22, 2018