

RESOLUTION NO. 735-2022

**A RESOLUTION ADOPTING A JOB DESCRIPTION FOR THE
ADMINISTRATIVE SUPPORT ASSISTANT**

Findings:

- A. The City of Hubbard City Council finds there is a need to create an Administrative Support Assistant job description.

Based on the findings, the City of Hubbard resolves as follows:

- a. The City of Hubbard hereby adopts the Administrative Support Assistant job description as set forth in the attached document marked "Exhibit A" attached hereto and by this reference incorporated herein and entitled "Administrative Support Assistant."
- b. This Resolution will be effective following its adoption by the Hubbard City Council.

ADOPTED BY THE CITY COUNCIL this 13th day of September 2022.

APPROVED:


Charles Rostocil, Mayor

ATTEST:


Vickie Nogle, MMC
Director of Administration/City Recorder

APPROVED AS TO FORM:



Beery, Elsner & Hammond, City Attorney

EXHIBIT A

ADMINISTRATIVE SUPPORT ASSISTANT

General Statement of Duties

Performs a variety of routine office support duties and clerical tasks using standard office equipment, forms, and documents. Provides support for internal and/or external customers. As assigned, handles subject matter-specific department-specific support; provides customer service; performs cashiering functions; and performs report compilation activities. As assigned, prepares specific documentation and correspondence for a designated function; answers phone, email and in-person inquiries; performs data entry; and provides general administrative support as needed.

Distinguishing Features

The role of an employee in this class is to perform various functions for the Municipal Court, Utility Billing, and general clerical duties for the City. The work is performed under the supervision and direction of the Director of Administration / City Recorder. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with supervisors, co-workers, vendors, City personnel, and the general public. The principal duties are performed in a general office environment. This position operates under state and federal laws, the city charter, ordinances, and the direction and rulings of the City Council. This is a non-exempt position.

Essential Duties

- Receipts payments.
- Files documents, records and other materials.
- Receives calls from the public in person and over the telephone, and answers questions and matters of a general nature.
- Picks up office mail from Post Office, opens and delivers to departments.
- Operates City vehicles on a daily basis to run errands.
- Assists in creating, preparing, folding, and stuffing newsletter, utility bills, and additional flyers to include in utility bill mailings.
- Provides general administrative assistance to administrative staff.
- Data Entry.
- Provides assistance during court to administrative staff.
- Serves as primary recipient of in-coming calls and provides customer service at the front counter.

EXHIBIT A

- Maintains flexibility in handling numerous interruptions caused by phone calls and customers at the front counter.
- Responds to questions and comments in a courteous and timely manner.
- Communicates and coordinates regularly with appropriate staff members to maximize effectiveness/efficiency of inter-departmental operations and activities.
- Performs other directly related duties consistent with the role/function of the classification.

Required Knowledge, Skills, and Training

- Substantial knowledge of office procedures and operations, including telephone etiquette, basic spelling, English grammar, punctuation, and basic arithmetic.
- Substantial knowledge of computers and software applications including but not limited to MS Windows, MS Office Small Business, and Adobe Professional.
- Substantial knowledge of principals/practices of customer service.
- Substantial knowledge of common office equipment.
- Substantial knowledge of City and department operations, policies, and procedures.
- Ability to maintain accurate records and files.
- Ability to efficiently operate a 10-key by touch, and type 40 wpm.
- Ability to operate a personal computer and software applications.
- Ability to communicate effectively with others, both orally and in writing.
- Ability to understand, compose, and follow oral and/or written policies, procedures, and instructions.
- Ability to handle confidential information with appropriate discretion.
- Ability to exercise sound independent judgment.
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under deadlines.
- Ability and willingness to learn quickly and use new skills and knowledge due to rapidly changing information and/or technology.
- Ability to establish successful working relationships; work under pressure and/or frequent interruptions and deal with angry or difficult people.
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

EXHIBIT A

Required Education and Experience
--

Minimum Qualifications:

- High School Diploma or GED.
- General office experience including the use of computers and Microsoft Office programs.
- Customer service experience.
- OR any combination of experience and training which provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.

Required Special Qualifications

- Possession of a valid Oregon driver license, and acceptable driving record.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities which enables the employee to communicate effectively.
- Sufficient vision or other powers of observation which enables the employee to review a wide variety of materials in electronic or hard copy form.
- Sufficient manual dexterity which enables the employee to operate a personal computer, telephone, and related equipment.
- Sufficient personal mobility and physical reflexes which enable the employee to function within a general office environment.
- Ability to push, pull, and lift up to fifty (50) lbs.