



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Office Assistant II– CS&M/MIS
REPORTS TO: Customer Service Manager/
Customer Service Supervisor

STATUS: Non-exempt / Non-Union
RANGE: 8

POSITION SUMMARY: The Office Assistant II position performs increasingly complex clerical support functions for the Customer Service & Marketing and Management Information Services divisions. The Office Assistant II is differentiated from the Office Assistant I by the complexity of tasks, knowledge of SUB's processes, and ability to work with minimal supervision. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Provides clerical support by drafting letters/documents and organizing/routing correspondence some of which may be of a highly confidential nature.
5. Provides primary clerical support for the General Manager in the absence of the division's Executive Assistant. This may include transcribing minutes, preparing documents and communicating with Board members.
6. Provides clerical support to the General Manager's Executive Assistant.
7. Coordinates, schedules and maintains meetings and events, including travel and training arrangements.
8. Produces routine reports and documents from variety of sources.
9. Calls for repairs and takes monthly meter reads on the copiers at the Main Office.
10. Assists with special projects by researching and collecting data. Uses the data to prepare and compile reports for analysis by management.
11. Leads or serves as a representative on division committees as requested by supervisor.
12. Assists in the purchasing process including purchase orders, bids and Request for Proposal documents.
13. Provides clerical support in the preparation of the annual budget.
14. Prepares reports, invoices, statistics, and other documents.

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15. Prepares and maintains various databases for group mailings and tracking information.
16. Communicates with internal and external customers. Helps to identify opportunities to improve customer service and to resolve customer issues.
17. Responsible for the records management of the division's records and files. Maintains and creates files.
18. Provides clerical support for the annual preparation, tracking and documentation of goals for the Productivity Incentive Program.
19. Maintains valid Oregon driver's license and good driving and safety record.
20. Inventories and monitors supplies used by division staff, including general office supplies, clothing, equipment, etc.
21. Processes the daily outgoing mail as needed.
22. Runs miscellaneous errands as needed.
23. Schedules office equipment preventive maintenance requirements and calls for repairs.
24. Assists in communication, planning, production, coordination and presentation of community events and on-site event coordination.

Marginal Functions

25. May direct media requests for information.

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous, loyal and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

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These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community

OTHERS SUPERVISED

- None.

MINIMUM QUALIFICATIONS

Experience

- Minimum three-years' experience as an Office Assistant I at SUB.

Knowledge, Skills & Abilities

- Intermediate knowledge and skill level of Microsoft Office applications including Word, Excel, Access and PowerPoint
- Excellent knowledge and application of English, grammar and spelling
- Accurate keyboarding at 50 wpm error-free
- Excellent organizational skills
- Must be detailed oriented to manager electronic and paper records and files
- Operate general office equipment, including personal computers, typewriter, 10-key, multi-line phones, fax machines and photocopier
- Ability to communicate effectively orally and in writing
- Ability to interact with customers and employees in a pleasant, tactful and courteous manner in occasional stressful situations
- Ability to use tact, discretion and courtesy in interactions with customers, employees and vendors when involved in issues of a sensitive or confidential nature

Education

- High School diploma or equivalent
- Associate's degree in an administrative office professional course of study preferred, or equivalent training through progressive work experiences, college coursework, or training

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS AND CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Makes decisions calmly in stressful situations. Interacts well with co-workers. Able to coordinate many tasks at the same time, employing a variety of equipment at the same time.
- **VISION:**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on maps, plans, labels, reports, numerous other written documents and computer screens.

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Color vision: Judges red, green and yellow traffic lights adequately to drive on highways.

Peripheral vision/depth perception: Maintains full field of vision in all directions to assess proximity to construction hazards, holes, traffic, co-workers, movements of equipment, or objects falling from above.

- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use. Hears adequately to operate a telephone and a two-way radio.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet. Speaks clearly communicating by two-way radio.
- **STANDING:** Stands on the job very short periods of time. During special events may stand from 1 – 4 hours at a time.
- **SITTING:** Sits on a variety of office chairs and furniture 7-8 hours daily.
- **WORKER MOBILITY:** Can change position frequently in and out of office furniture, which requires full body bending and/or twisting. Must be able to operate a manual transmission vehicle.
- **WALKING:** Walks around office site(s) at times. Total walking per shift is 0-15 percent. During special events walking may be from 1 – 2 miles. Walking occurs on rugs, hard floors, and some outside walking on asphalt and gravel.
- **LIFTING/CARRYING:** 0-5 lbs.--often; 11-20 lbs.--occasionally.
- **PUSHING/PULLING:** Pushing/pulling filing drawer cabinets and other office furniture.
- **REACHING/HANDLING:** Writes and types information, draws diagrams, uses 10-key, does data entry, uses computer, opens envelopes, uses telephone, radio, etc.
- **TWISTING:** Some twisting is required when lifting items or handing items to fellow workers.
- **CLIMBING:** Climbs stairs at various site(s) for business and breaks.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Minimal exposure to natural environment.
- **PRODUCTS AND MATERIALS:** Paper goods, glue, copier and printer chemicals and ink.
- **MACHINES/TOOLS/EQUIPMENT:** Uses 10-key, computer, typewriter, copier, phone, two-way radios and other office equipment.