



## CITY OF MEDFORD, OREGON

### OFFICE ADMINISTRATOR

JOB TITLE: Office Administrator	DEPARTMENT: Parks & Recreation / Planning	
CLASSIFICATION: Exempt	POSITION #: 250	GRADE: S14
UPDATED: August 2015	<input checked="" type="checkbox"/> Approved by Human Resources Director <input checked="" type="checkbox"/> Approved by City Manager	

#### SUMMARY:

The Office Administrator reports to the Director or Assistant Director in various departments. This position performs a variety of high-level administrative services in direct support of the department and serves as the Office Manager. The Office Administrator provides supervision to all assigned clerical staff. Key performance areas include office management, administrative, department programs and customer service.

#### ESSENTIAL DUTIES/RESPONSIBILITIES:

These duties are a representative example; position assignments may vary depending on the business needs of the department and organization. This position:

##### OFFICE MANAGEMENT / ADMINISTRATION:

- Prepares, processes and maintains files for department documents, agendas, reports, correspondence and written materials.
- Collects pertinent data and information for reports and other key documents and communication.
- Assists in the preparation and monitors the department's operating and capital improvement budgets, and processes fiscal, personnel and other administrative or program related records.
- Processes purchasing activities, recruitment and separation documentation, etc.
- Delegates, assists and maintains all payroll hours.
- Directs, supervises and evaluates the work performance of assigned staff, including selection, training, disciplinary action and termination.
- Delegates or serves as recording secretary to various department committees and commissions.
- Coordinates and completes department staff conference and travel arrangements.

##### PROGRAMS:

- Administers the department's program registration and facility scheduling software program.
- Oversees all daily cash receipts processing for department facilities and accounting.
- Serves as the department's liaison to the Finance and Legal Departments.
- Assists in preparing Agenda Items Commentaries for Council review.
- Assists in the monitoring of the department's accreditation standards and makes recommendations as appropriate.
- Works with the Director implementing and evaluating internal staff training programs.



## CITY OF MEDFORD, OREGON

### OFFICE ADMINISTRATOR

- Coordinates department's contract preparation and processing; tracks on-going contracts and associated insurances.
- Oversees the reporting and accounting of department grants, and tracks all capital project costs.
- Responsible for newspaper and property owner notification for commission and Council actions.

#### **CUSTOMER SERVICE:**

- Responds to inquiries and requests for information from internal and external customers.
- Refers customer complaints to appropriate parties; tracks outcomes.
- Schedules appointments for department managers.
- Serves as a liaison with City departments, external organizations, agencies and citizens.
- Scope of assigned area will depend on departmental and/or citywide operational structure and is at the discretion of the Director or Assistant Director.
- Upholds the values of the organization and has strong customer service orientation.
- Must have the ability to handle job stress and interact effectively with others in the workplace.
- Must be honest and truthful in all tasks and responsibilities.
- Performs other related projects and duties as assigned.
- Demonstrates regular, reliable and punctual attendance.

#### **CORE COMPETENCIES**

##### **Supervisor / Management:**

Incumbents should have a solid foundation of individual contributor core competencies identified by the organization, as well as the following core competencies identified as essential for Supervisors/Managers:

**Active Listening** - Effective performers offer their full attention when others speak. They listen actively, giving verbal and nonverbal cues of their interest. When the speaker has finished, they paraphrase what was said to ensure understanding.

**Change Agility** - Effective performers are adaptable. They embrace needed change and modify their behavior when appropriate to achieve organizational objectives. They are effective in the face of ambiguity. They understand and use change management techniques to help ensure smooth transitions.

**Conflict Management** - Effective performers recognize that conflict can be a valuable part of the decision-making process. They are comfortable with healthy conflict, and support and manage differences of opinion. They thwart destructive competition or friction, and use consensus and collaboration to debate and resolve issues.

**Creativity** - Effective performers generate original ideas, encourage new ways of thinking, explore options, and develop innovative solutions. They challenge pre-existing conceptions and offer alternatives. They find new ways to look at old problems. They encourage others to challenge old assumptions and try innovative improvements.



## CITY OF MEDFORD, OREGON

### OFFICE ADMINISTRATOR

**Delegation** - Effective performers willingly entrust work to others. They provide clear guidelines, monitor, redirect, and set limits as needed. They provide challenging assignments whenever possible, sharing the authority and providing resources and support that empower others to meet their expectations.

**High Standards** - Effective performers establish and model standards that guarantee exceptional quality and necessary attention to detail. They continually seek to improve processes and products, and hold staff accountable for quality. They find best practices, share them, and then improve upon them.

**Influence** - Effective performers are skilled at directing, persuading, and motivating others. They are able to flex their style to direct, collaborate, or empower, as the situation requires. They have established a personal power base built on mutual trust, fairness, and honesty.

**Mission Focus** - Effective performers understand and support the organization's mission – its core purpose for being. They believe in the mission, value it, and are committed to it. They communicate it to staff, stand behind it, and interpret its applications for others. They frequently refer to the mission and incorporate it into daily activities.

**Organizing & Planning** - Effective performers have strong organizing and planning skills that allow them to be highly productive and efficient. They manage their time wisely, and effectively prioritize multiple competing tasks. They plan, organize, and actively manage meetings for maximum productivity.

**Relationship Building** - Effective performers understand that a primary factor in success is establishing and maintaining productive relationships. They like interacting with people and are good at it. They devote appropriate time and energy to establishing and maintaining networks. They initiate contacts readily and maintain them over time. They are able to utilize relationships to facilitate business transactions.

**Results Orientation** - Effective performers maintain appropriate focus on outcomes and accomplishments. They are motivated by achievement, and persist until the goal is reached. They convey a sense of urgency to make things happen. They respect the need to balance short- and long-term goals. They are driven by a need for closure.

**Talent Development** - Effective performers keep a continual eye on the talent pool, monitoring skills and needs of all team members. They expand the skills of staff through training, coaching, and development activities related to current and future jobs. They evaluate and articulate present performance and future potential to create opportunities for better use of staff abilities. They identify developmental needs, and assist individuals in developing plans to improve themselves. They stay proficient in appropriate talent management processes, including best practices for prospecting, recruiting, selection, orientation, and succession management.



## CITY OF MEDFORD, OREGON

### OFFICE ADMINISTRATOR

**Team Management** - Effective performers create and maintain functional work units. They understand the human dynamics of team formation and maintenance. They formulate team roles and actively recruit and select to build effective workgroups. They develop and communicate clear team goals and roles, and provide the level of guidance and management appropriate to the circumstances. They reward team behavior and foster a team atmosphere in the workplace.

**Written Communication** - Effective performers write clearly and concisely, composing informative and convincing memos, e-mails, letters, reports, and other documents. Regardless of the format, they are able to use the written language to convey both substance and intent with accuracy.

#### QUALIFICATIONS/EXPERIENCE:

- Ideally, four years of progressively responsible work in a variety of clerical, technical, and administrative role and leadership experience to perform the job effectively; and
- Graduation from high school; prefer an associate degree in business administration, finance, or related area of study and/or equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Current technical/professional knowledge of complex principles, methods, standards and techniques associated with the scope of work of a recognized profession, such as:
  - Use computer and other office equipment and programs effectively and efficiently.
  - Excellent verbal, written and interpersonal communication skills.
  - A background in parks & recreation, planning or public sector work experience is desirable.
  - Solid knowledge of Microsoft Office Suite.
  - Knowledge of basic bookkeeping and basic 10-key skills desirable.
- Possession of licenses and/or certifications associated with the assignment, such as:
  - Possession of Notary Public certification or the ability to obtain it within 30 days of hire.
- May require possession of a valid driver's license by date of hire. New employees establishing resident status in the State of Oregon must obtain an Oregon driver's license within 30 days (ORS 807.020 (1)).
- Requires completion of a background investigation to the satisfaction of the City.



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PHYSICAL DEMANDS / WEIGHT DEMANDS / WORK ENVIRONMENT					
KEY	Never 0%	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuous 67-100%

Physical Demands:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Seeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling/Crouching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending/Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving/Transporting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pushing/ Pulling:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
1-10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51-75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 -100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
>100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lifting:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
1-10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51-75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 -100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
>100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Carrying:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
1-25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50+ lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Conditions:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
Indoor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H/C Temp.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loud Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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I have read and understand the job description for my position. I am able to perform all the essential functions of this position. I agree to comply with City policies and all laws, rules and regulations related to my position.

\_\_\_\_\_  
Employee Date

I have read and reviewed this document with this employee.

\_\_\_\_\_  
Supervisor Date