

CITY OF BEAVERTON

Support Specialist 2

General Summary

Provide a variety of administrative and fiscal support services utilizing specialized program knowledge.

Key Distinguishing Duties

Provide overall staff support and a variety of fiscal services to an individual or work group.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Coordinate program components including meeting with and/or coordinating various groups to explain processes and procedures. Apply discretion in interpreting and applying program rules and regulations. Train public and volunteers in program functions and processes.
2. Provide a variety of fiscal services, such as accounts payable, accounts receivable, budget monitoring, payroll timekeeping, purchase ordering, reconciling assigned contract files and maintaining inventory.
3. Review and track contract payment requests, progress payments and change orders.
4. Prepare and distribute materials. Process and distribute mail.
5. Take minutes at staff, committee or other meetings as required. Draft, format and produce word-processed documents, using specific program knowledge. Proofread and edit material.
6. Provide clerical assistance to individual or work group. Make meeting and travel arrangements. Maintain schedules and calendars.
7. Assist in tracking grant expenditures and generating and submitting grant reports.
8. Maintain department internal/external website.
9. Coordinate special projects and activities.
10. Provide a variety of administrative support, such as formatting and maintaining databases and spreadsheets, verifying, tracking and updating information including budget monitoring. Produce standard and customized reports.

11. Maintain departmental or program filing system according to City retention guidelines and ensure that confidential files are appropriately secured. Conduct file and record searches. Input or retrieve information using computer system.
12. Handle confidential and sensitive information.
13. Answer inquiries over the telephone or in person. Provide information on City and program policies and procedures. Calm and diffuse confused or irate customers.
14. Develop, establish and maintain files, logs and records. Process a variety of forms, records and materials.
15. Research, compile, coordinate, prepare and distribute materials.
16. Produce an acceptable quantity and quality of work that is completed within established timelines.
17. Participate in division/section operational processes including procedure development and implementation.
18. Provide excellent internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
19. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
20. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
21. Participate in the City Emergency Management program including classes, training sessions and emergency events.
22. Follow standards as outlined in the Employee Handbook.
23. Support and respect diversity in the workplace.

Other Functions

1. Provide orientation and assistance to Support Specialist I as assigned.
2. Provide back-up and peak-load coverage to others.
3. Perform related duties of similar scope and nature.

Knowledge Required

- ◆ Working knowledge of basic bookkeeping/accounting.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Advance knowledge of English grammar, spelling and usage.

- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.

Skills/Abilities Required

- ◆ Ability to perform basic data analysis and prepare reports.
- ◆ Strong skill in alpha-numeric filing and accurate record keeping.
- ◆ Ability to participate on a team focused on producing high quality results.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public
- ◆ Advanced ability to use a keyboard and word-processing, spreadsheet programs or other application software as required for position.
- ◆ Advanced ability to use general office equipment.

Minimum Qualifications Required for Entry

High school diploma or GED and 3 years of general office experience or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Some positions in this classification require the possession of a valid driver's license and the ability to meet the City's driving standards.
- ◆ Some positions in this classification require the passing of a comprehensive background investigation before appointment.

Working Conditions

Regular focus on a computer screen for prolonged periods; daily use of a keyboard or similar device; daily standing for prolonged periods; weekly lifting, moving and carrying of objects 20-40 pounds; weekly crouching, crawling, bending, kneeling, reaching to perform filing activities; occasional dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours.

Classification History

As of 10/97: Senior Office Associate

Revised: 1/98

New class specification title 1/98: Support Specialist 2

Revised: 3/05

Revised: 1/1/09

Revised: 5/2013

Status: SEIU
FLSA: Non-exempt

Human Resources Signature

Date