

Class Specification
Community Public Liaison Assistant

Job Family: Administrative
Bargaining Unit: SEIU Local 921
FLSA Status: Non-exempt

General Summary

Under general supervision, the position in this class performs a range of routine to complex administrative and secretarial support for the City Department Directors or City Manager as well as maintenance, development and delivery of the City's social media and website program.

Essential Functions

Maintain and regulate the City's social media and Website program. Provide diverse administrative and support services to the Community Development Director; interact with internal and external customers, public, vendors and other individuals; may lead, direct, or supervise other clerical support staff; and performs other duties as assigned. Incumbents may participate in broad citywide issues and interact with elected officials, representatives of industry, community, or professional groups.

Typical Duties/Examples of Work

The following duties are a representative sample of the level of responsibilities, but do not include all of the duties of a similar complexity and responsibility, which may be assigned, to a position in this class.

- Develop, monitor and maintain the City website and social media pages.
- Manage the GIS document database using applicable software with GIS and IT Consultants.
- Manage the Short-Term Rental tracking software, permitting and auditing systems.
- Provides administrative support for various meetings, including arranging meeting locations and accommodations, development of notices or agendas, and preparation or coordination of informational materials. May prepare, organize and distribute agenda and staff report material for Community Development Director, committees, and other meetings; may attend meetings to take and transcribe minutes. May also provide support services follow-up on items as requested or directed.
- May lead or direct other or lower level administrative/clerical staff, including prioritizing and coordinating work assignments, tasks and activities, review work for accuracy, recommend improvements in work flow, and may conduct performance evaluation, recruitment, hiring and discipline.
- Type and proofread a wide variety of regular, confidential, and/or case-sensitive reports, presentations, manuals, technical reports, memoranda, public announcements, website and social media related materials, flyers and/or statistical charts; type from rough draft, verbal instructions or transcribe machine recordings; and compose correspondence related to assigned responsibilities.
- Process applications, forms, notices, permits, billings and purchase orders. Organize and maintain files, logs, records, and related filing systems within specific program area of assignment. May conduct reviews/research and recommend action, draft findings, or prepare technical summary reports.
- Process, organize and maintain building permitting applications through the Oregon Building Department's E-Permitting software system.
- Prepare and submit periodic routine subject matter reports as directed.

Minimum Qualifications

High School diploma or GED. Two years related experience in website maintenance and social media presentations. Three years of experience in general office practices and/or management support including operation of computers and application of word processing, and spreadsheet programs.

Desirable Attributes

Knowledge of municipal government practices. Experience in journalism or media.

Knowledge Required

- Use of web-based programs related to website maintenance and design
- Use of Dreamweaver, Fireworks, and Photoshop software
- Use of Oregon Building Department's E-Permitting, GIS Mapping and Short-Term Rental web-based software programs
- English grammar, spelling and usage
- Full working knowledge of the specialized area of assignment
- Word processing, spreadsheet, database, and presentation software
- Office administrative and management practices and procedures, including record keeping, filing and purchasing practices and procedures
- Working experience with the preparation of reports, presentations, records and correspondence
- Working experience in leading, directing or supervising the work of other support staff

Skills Required/Ability to:

- Organize, set priorities and exercise independent judgment and personal initiative.
- Lead, direct or supervise other staff.
- Manage GIS document database using applicable software with GIS and IT Consultants.
- Organize, maintain and process applications and permits, utilizing a wide range of software applications, including Oregon Building Department's E-Permitting system, GIS mapping and Short-Term Rental tracking services.
- Apply extensive knowledge of advanced secretarial and administrative practices, including performing accurate filing and record keeping.
- Apply records management theories, methods, principles, and practices.
- Interpret, apply, explain and reach sound decisions in accordance with rules, regulations, agreements, policies and procedures.
- Perform a variety of duties to relieve department/division staff of technical or routine administrative detail.
- Manage and perform multiple tasks and activities.
- Communicate clearly and concisely, both in writing and orally.
- Establish and maintain effective working relationships with co-workers, customers, volunteers and citizens.
- Apply effective internal and external customer service skills.
- Use and operate general office equipment including a computer, printer, fax, copier, and transcribe machine.

- Use keyboard; utilize word-processing, spreadsheet and database programs or other application software as required for the position.

Working Conditions

Work in this class is typically performed in an office environment, requiring reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions. Work may also require periods of sitting with attention to a computer keyboard and video display terminal, light lifting up to 30 pounds, reaching for files, accuracy in recording information, and frequent interruptions of work may be experienced by others seeking information in person or by phone or by changing priorities in the office. Work may require attendance at meetings or activities outside of normal working hours. On occasion, may deal with distraught or difficult individuals.

Equal Opportunity Employer.

Classification History

Adopted: 2014
Revised: June 29, 2020