



respect - Communication - Integrity - Teamwork - family

Public Information Administrative Assistant

DEPARTMENT/DIVISION: Administration

GRADE: NR-6

GROUP: Non-Representative

FLSA STATUS: Exempt

EFFECTIVE DATE: July 1, 2016

SUMMARY

An employee in this position works under the direction of the Management Assistant to the City Manager. Incumbents are responsible for overseeing the City's website design, content, postings, and links. Duties include website and social media editing of text and images, maintenance and development, website troubleshooting and problem solving, internal and external provision of customer service regarding requests and complaints, and performance of website analysis of traffic and subscribers. Basic level system and software diagnostic and problem resolution.

Maintain positive relations between the public and the City in concert with direction from senior management. Communicate with the media; maintain and manage content for the City's website, social media accounts, government access channel and City newsletter; coordinate Citywide events, promote public awareness and understanding of City services, facilitate public participation efforts. Responsible for minute taking and support for assigned City Boards or Commissions.

EXAMPLE OF DUTIES

Duties may include but are not limited to the following:

Attends meetings of various City Boards and Commissions; is assigned to certain public meetings outside normal working hours.

Take and transcribe minutes of assigned meetings; and compose and send necessary follow-up letters and notices.

Provide general support to assigned City Boards and Commissions including scheduling meeting rooms, working with staff to create meeting agendas, posts agendas and minutes to website and at other required locations, and manages packets and mailings. Provides clerical support to Management across departments as assigned.

Monitors and evaluates all website activity and new content including writing and editing of content as needed.

Designs, enhances, modifies and updates websites as appropriate. Develops and manages databases, develops and edits video/audio and converts video/audio for web sites, develops computer graphics and e-materials.

Writes and edits key internal and external communication materials in an engaging, concise, accurate and appropriate tone for the organization/audience. Develops messages appropriate for a wide variety of subjects and audiences. Creates or assists with creation of brochures, posters, flyers, advertisements and other informational and promotional materials City wide. Maintains City graphics and logos.

Provides information needed for consideration of department goals, budget, policies and procedures. Collects data on performance measures for various departments and reports and manages the City's tracking of such measures. Remains current on emerging issues, local news and community events. Maintains contact logs and issue files; enters data and generates reports.

Coordinates meetings related to the development of marketing and communications strategies on City-wide programs. Conducts City-wide information activities in conjunction with Department Directors, including information designed to keep the public informed of the City's programs, accomplishments and points of view. Edits City documents and publications for consistency with overall City message. Develops and recommends communications plans and strategies.

Collects and analyzes website data including traffic, user feedback and develops reports.

Photographs City events, locations, sites, etc..

Coordinates the translation of documents/website materials from English to Spanish.

Other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory position.

QUALIFICATION REQUIREMENTS

Education and/or experience:

An Associate's degree in a related field and three years of directly related experiences specializing in computer programming, graphic design and illustration, relational database management systems or any combination of these fields; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Supplemented with course work in office administration; minimum of one year experience in taking and transcribing minutes. Knowledge and skills to perform the essential functions of the position.

Experience with personal computers required, including word processing.

Must be available for evening meetings.

Desired:

Experience with Microsoft Office (Word, Excel, Access, Outlook, PowerPoint, HTML, JavaScript, ColdFusion and/or other programming languages, Photoshop, Paint shop Pro, or other raster design software, Adobe Acrobat, Video/Audio editing/encoding software), digital recording devices, basic knowledge of inner workings of systems hardware, telephones, faxing and copying.

LICENSE/CERTIFICATIONS

Valid Oregon Driver's License.

Valid typing certificate issued within the last six (6) months certifying the ability to type Sixty (60) words per minute.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed are representative of the knowledge, skill and/or ability required.

Knowledge of:

Appropriate grammar, punctuation, spelling and usage. Proper minute-taking techniques; office practices and procedure. Information technology principles and practices; website design and management; research and analysis related to website productivity; application of website communication concepts and technologies; managing websites; using a computer and related software applications; communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Skill in:

Ability to type (keyboard) for extended periods of time with minimal rest breaks. Meet multiple legal and workflow deadlines in a timely manner. Ability to work independently and make decisions with minimal supervision. Ability to plan and organize work; ability to use transcription equipment. Ability to write and edit material suitable for web publication. Organizing web content and verbally communicating and training others.

The ability to speak/read/write Spanish is a plus but not a requirement of this position.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the job.

While performing job duties, the employee is regularly required to sit, stand, and walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 60 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee would encounter while performing the essential functions of this job.

Generally duties of the position are performed in a well lit, temperature controlled office environment, occasionally will require outdoor activity.

The noise level in the work environment is usually quiet.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

