



**CITY OF GRANTS PASS, OREGON  
CLASS SPECIFICATION**

**PERSONNEL ASSISTANT**

**FLSA Status :** Non-Exempt  
**Bargaining Unit :** Non-Bargaining  
**Salary Grade :** UA1

**CLASS SUMMARY:**

The Personnel Assistant is the entry level of the Human Resources Series. Incumbents are responsible for counter and telephone customer service, word processing, and general office duties such as filing and copying, basic data entry, and information gathering. Independent work and complexity of assignments increase with knowledge and experience.

The Personnel Assistant is distinguished from the Personnel Technician which is responsible for more complex human resources activities.

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**CORE COMPETENCIES:**

- ***Integrity/Accountability:*** Conducts oneself in a manner that is ethical, trustworthy and professional; demonstrates transparency with honest, responsive communication; behaves in a manner that supports the needs of Council, the citizens and co-workers; and conducts oneself in manner that supports the vision and goals of the organization taking pride in being engaged in the community.
  - ***Vision:*** Actively seeks to discover and create ways of doing things better using resources and skills in an imaginative and innovative manner; encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal; and listens and is receptive to different ideas and opinions while solving problems.
  - ***Leadership/United:*** Focuses on outstanding results of the betterment of the individual, the organization and the community; consistently seeks opportunities for coordination and collaboration, working together as a team; displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is done well.
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**ESSENTIAL CLASS DUTIES:** These duties are a representative sample; position assignments may vary.

- Conducts internal and external customer service which may include directing callers, greeting visitors, answering questions regarding policies, procedures and benefits, processing mail, making appointments, preparing reports, handling complaints, and arranging meetings.
- Performs general office duties which may include typing correspondence, taking negotiation and meeting minutes, creating agendas and memoranda, and copying, filing and archiving of correspondence and other documents.
- Researches, assembles and produces information which may include brochures, website postings, educational materials, newsletters, new hire information, recruitment material, labor negotiation data, and correspondence.

- Tracks and monitors activities such as vaccinations, security access, ID cards, and performance reviews.
  - Enters accounts payable records, reviews and routes invoices and purchase orders.
  - Safely operates a motor vehicle.
  - Performs other duties of a similar nature or level.
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**Training and Experience** (positions in this class require):

A High School Diploma or GED, and two years of general office experience including customer service experience are required; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed.

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**Licensing Requirements** (positions in this class require):

- Oregon Driver's License – Class C
  - Certification of 40 words per minute at 95% accuracy
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**Knowledge** (positions in this class require):

Knowledge of:

- Administrative support principles and practices;
  - Microsoft Outlook, Office, Excel and Publisher software programs;
  - Correct English usage, including spelling, grammar, punctuation, and vocabulary;
  - Event/meeting production requirements;
  - Office automation equipment and practices;
  - Personnel policies and procedures and labor contract provisions;
  - Personal computers and related software programs;
  - Applicable City policies and ordinances; and,
  - Applicable Federal, State, and local laws, rules and regulations.
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**Skills** (positions in this class require):

Skill in:

- Keyboarding, filing, copying and other general office duties;
  - Organization of meetings and events;
  - Managing a variety of administrative functions;
  - Maintaining confidentiality of information;
  - Production of materials;
  - Records maintenance;
  - Using a computer and related software applications; and
  - Maintaining confidentiality;
  - Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
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**Physical Requirements:**

Positions in this class typically require: grasping, fingering, feeling, talking, hearing, seeing, repetitive motions, balancing, stooping, kneeling, reaching, standing, walking, pushing, pulling, and lifting.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Positions in this class require regular attendance and punctual employee presence. Incumbents are required to travel and may be required to work overtime.

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**Note:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

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**Classification History:**

Adopted by Council September 2, 2015, Resolution No. 15-6359  
Revised June 22, 2018