



An invitation to apply for the position of  
**Staff Assistant, Office of the Mayor**  
**\$36,978.48 to \$45,142.56 Annually**  
 Open Until Filled—First review of applications on Friday, April 15, 2016

**Spokane, Washington**  
 Near Nature, Near Perfect

Nestled in the Inland Northwest at the foothills of the Rocky Mountains, Spokane, Washington, is a vibrant growing community that still has a small-town feel. Spokane's affordable housing, growing arts and theater community, and fine colleges and universities make it a choice destination for families and working professionals alike, and outdoors enthusiasts will relish Spokane's prime location close to skiing, hiking, camping, lakes and beaches, and other recreational pursuits. Spokane is the business hub of the Inland Northwest, with an international airport, multiple business and industrial parks, and high-tech infrastructure .

**Nature of Work:**

The Staff Assistant serves as first point of contact for the Office of the Mayor, performs general clerical work which requires the application of independent judgement based on comprehensive knowledge of city government department, and administrative procedures. Most work is subject to checks and controls; but if not detected, errors could result in embarrassment to the City. The Staff Assistant has regular contact with dignitaries, community leaders, citizens and City Employees and therefore must be able to obtain or supply accurate information. Much of the information the Staff Assistant has access to may be highly confidential information that cannot be discussed. Duties are sedentary in nature, performed under normal working conditions, and require normal attention to prevent errors.

**Supervision:**

Under the direction of the Director - Office of the Mayor,

general objectives are established and employee is required to select own method of procedure. Work is subject to evaluation on the basis of results obtained.

**General Functions:**

- Answers incoming calls efficiently and professionally, responding to each caller, taking messages, assisting with questions and making referrals for proper handling. Has regular contact with City departments, other governmental agencies, businesses, civic organizations and leaders, media and citizens in the course of City business.
- Assists with visitors as needed, routing them to the appropriate person as circumstances warrant.
- Reads, screens and logs incoming postal mail, electronic mail, and various requests; determines action required and handles as necessary or routes as appropriate.
- Maintains system for tracking and writing Mayoral salutations, proclamations, and other awards or correspondence.
- Receives various documents and packages, requiring pick-up from mail or receiving room. Documents may be highly sensitive or confidential in nature, and requires use of judgement and discretion.
- Assists in planning events by tracking mailings, collecting RSVPs and other duties as assigned.
- Maintains filing and records management/retention systems and other office flow procedures.
- Typing and proofreading various documents as needed.
- General Housekeeping: kitchen, conference room, preparation/clean-up for Mayor's Office meetings and events.

- Receives and routes WA State Liquor Control Board applications for permits & licenses to the appropriate location, and with functional needs for special event permits and letters of no objection.
- Performs other duties as assigned by Director or as judgement or necessity dictates, and may order office supplies.

**Requirements of Work:**

Knowledge of:

- Considerable knowledge of the City's systems; modern office and administrative practices and procedures; records maintenance and retention procedures; and business English.

Ability to:

- Ability to be an efficient team member while performing difficult clerical work with little supervision in a fast paced environment.
- Maintain flexible work hours, and attend outside events as directed by the supervisor.
- Maintain confidentiality on highly sensitive issues; handle the internal affairs of a high visibility office; and possess excellent organizational skills
- Rapidly learn the policies, procedures, and activities of the Mayor's Office and Cabinet-level areas.
- Communicate clearly and concisely both orally and in writing; interact tactfully and effectively with those encountered in the course of work.
- Requires a high level of proficiency in use of Microsoft Office suite, including Word, Excel, PowerPoint, and other applications; provide training to others as required; and operate office machines such as copy machines.

**Working Conditions and Physical Demands:**

Work is conducted primarily in an office setting. Incumbents in this classification are expected to communicate verbally, in person, and by telephone. A computer terminal is used and this requires the use of repetitive arm-hand movements. The incumbent must be able to occasionally lift and/or move up to 20 pounds.



**Minimum Qualifications**

Any combination of education and experience which would provide the required knowledge, skills and abilities, is qualifying. Generally this would include:

Possession of a high school diploma or equivalent and completion of at least two (2) years of progressively responsible experience in the clerical/secretarial field.

Preference given for experience in either of the following areas:

- Work experience in a government customer service position.
- Work experience in an executive office.

**Behavioral Standards:**

As an exempt employee of the City of Spokane, the Staff Assistant is subject to the City's code of Ethics set forth in Chapter 1.04A of the Spokane municipal Code. As such, "It is the policy of the City of Spokane to uphold, promote and demand the highest standards of ethics from all of its employees shall maintain the utmost standards of responsibility, trustworthiness, integrity, truthfulness, honesty and fairness in carrying out their public duties, avoid any improprieties in their roles as public servants including the appearance of impropriety, and never use their City position, authority or resources for personal gain."

**TO APPLY**

To apply, please submit a cover letter, résumé, writing sample, and exempt application to the address listed or you may fax it to (509) 625-6379. The exempt application is located at [www.spokanecity.org/jobs/exempt](http://www.spokanecity.org/jobs/exempt).

City of Spokane Human Resources  
808 W Spokane Falls Blvd  
Spokane, WA 99201

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***The City of Spokane is an EEO/Veterans Preference Employer.***