

**Office Assistant II or III and Office Administrator I or II  
Progression and Productivity Program  
Criterion Document**

**October 19, 2022**

Note: Refer to the Office Assistant II and III and Office Administrator I and II Progression and Productivity Program Policies and Procedures Document for additional information and clarification on requirements, guidelines, and procedures.

**Employees requesting proficiency or progression increase must not be on a City Performance Improvement Plan at the time of the request.**

<b>To Become:</b>	<b>OFFICE ASSISTANT LEVEL II (OT-15)</b>
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**EDUCATION:** Graduation from high school or possession of a General Educational Development (GED) certificate

**EXPERIENCE:** One (1) year of general office experience, including Excel and Microsoft Word.

**COURSEWORK:** None.

**LICENSES/CERTIFICATIONS:** Possession of a valid Oklahoma Class "D" Driver license (*some positions*).

<b>1<sup>st</sup> Proficiency Increase</b>
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An increase to the next step within the OT-15 pay grade will be awarded to any Office Assistant II who has six (6) months experience as an Office Assistant II and who successfully:

Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue in Customer Service or Business Leadership, not previously submitted, as approved by management;  
**and**

Completes a 5S or Lean Training and provides demonstration of learned methodology through completion of a project, not previously submitted, as approved by management; **and**

Completes and passes a Microsoft Excel class, not previously submitted, as approved by management;  
**and**

Completes and passes a Microsoft Word class, not previously submitted, as approved by management.

<b>2<sup>nd</sup> Proficiency Increase</b>
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An increase to the next step within the OT-15 pay grade will be awarded to any Office Assistant II who has twelve (12) months experience as an Office Assistant II and who successfully:

Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue in Customer Service or Business Leadership, not previously submitted, as approved by management;  
**and**

Completes a Six Sigma White or Yellow Belt Training, not previously submitted, as approved by management; **and**

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Demonstrates proficiency in in at least one administrative duty outside of the employee's normal job duties, relevant to the division that supports cross-training across job classifications, not previously submitted, as approved by management.

<b>To Become an Office Assistant III (OT-16)</b>
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An increase to the OT-16 pay grade will be awarded to any Office Assistant II who has eighteen (18) months experience as an Office Assistant II and who successfully:

Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue in Diversity, Equity, and Inclusivity, not previously submitted, as approved by management; **and**

Attends two applicable Authorities, Boards, and Commissions meetings and submits minutes to supervisor for review, not previously submitted, as approved by management **or** completes a management approved project equivalent to attending two Authorities, Boards, and Commissions meetings and submission of minutes to supervisor for review; **and**

Successfully completes a City of Tulsa Policies and Procedures test with a 75% grade, not previously submitted, as approved by management; **and**

Completes a business writing course, not previously submitted, as approved by management.

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<b>To Become:</b>	<b>OFFICE ASSISTANT LEVEL III (OT-16)</b>
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**EDUCATION:** Graduation from high school or possession of a General Educational Development (GED) certificate

**EXPERIENCE:** Three (3) years of experience relevant to the essential tasks listed in the job description (*external applicants*) **or** eighteen (18) months experience as an Office Assistant II (*internal applicants*).

**COURSEWORK:** None.

**LICENSES/CERTIFICATIONS:** Possession of a valid Oklahoma Class "D" Driver license (*some positions*).

**Employees requesting proficiency or progression increase must not be on a City Performance Improvement Plan at the time of the request.**

<b>1<sup>st</sup> Proficiency Increase</b>
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An increase to the next step within the OT-16 pay grade will be awarded to any Office Assistant III who has six (6) months experience as an Office Assistant III and who successfully:

Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue in Communications or Computer Skills, not previously submitted, as approved by management; **and**

Completes and passes a PowerPoint Presentation training class and demonstrates the ability to generate presentations for management, not previously taken, as approved by management; **and**

Completes and passes a Microsoft Word class, not previously taken, as approved by management.

<b>2<sup>nd</sup> Proficiency Increase</b>
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An increase to the next step within the OT-16 pay grade will be awarded to any Office Assistant III who has twelve (12) months experience as an Office Assistant III and who successfully:

Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue in Communications or Computer Skills, not previously submitted, as approved by management; **and**

Completes of an Excel training course equal to 1.00 Credit, not previously submitted, as approved by management; **and**

Completes a White or Yellow Belt Training or equivalent, not previously submitted, as approved by management.

<b>To Become an Office Administrator I (OT-17)</b>
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An increase to the OT-17 pay grade will be awarded to any Office Assistant III who has eighteen (18) months experience as an Office Assistant III and who successfully:

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Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue in Diversity, Equity, and Inclusivity, not previously submitted, as approved by management; **and**

Completes the equivalent to one (1) course credit (6-8 hours) of job shadowing to further develop an employee's administrative functions and gives a verbal report demonstrating an understanding of the duties performed, not previously submitted, as approved by management; **and**

Completes a course in public speaking and presentation skills, not previously submitted, as approved by management.

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<b>To Become: Office Administrator I (OT-17)</b>
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**EDUCATION:** Graduation from high school or possession of a General Educational Development (GED) certificate

**EXPERIENCE:** Four (4) years of increasingly responsible office or administrative experience (*external applicants*) **or** eighteen (18) months as an Office Assistant III (*internal applicants*)

**COURSEWORK:** None.

**LICENSES/CERTIFICATIONS:** Possession of a valid Oklahoma Class "D" Driver license (*some positions*).

**Employees requesting proficiency or progression increase must not be on a City Performance Improvement Plan at the time of the request.**

<b>1<sup>st</sup> Proficiency Increase</b>
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An increase to the next step within the OT-17 pay grade will be awarded to any Office Administrator I who has six (6) months experience as an Office Administrator I and who successfully:

Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue Computer Skills category, not previously submitted, as approved by management; **and**

Completes a CPR/AED/First Aid non certification course, not previously submitted, as approved by management; **and**

Completes and passes a PowerPoint Presentation training class and demonstrates the ability to generate presentations for management, not previously taken, as approved by management.

<b>2<sup>nd</sup> Proficiency Increase</b>
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An increase to the next step within the OT-17 pay grade will be awarded to any Office Administrator I who has twelve (12) months experience as an Office Administrator I and who successfully:

Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue in Leadership or Management training, previously submitted, as approved by management; **and**

Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue Leveraging Data category, not previously submitted, as approved by management; **and**

Completes a Six Sigma Green Belt project, not previously submitted, as approved by management.

<b>3<sup>rd</sup> Proficiency Increase</b>
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An increase to the next step within the OT-17 pay grade will be awarded to any Office Administrator I who has eighteen (18) months experience as an Office Administrator I and who successfully:

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Completes one (1) course credit from the internal City of Tulsa Development Training Course Catalogue in Diversity, Equity, and Inclusivity, not previously submitted, as approved by management; **and**

Attends one (1) City Council committee meeting and gives a verbal presentation to management on what was discussed and learned **or** completes a management approved project equivalent to attending one (1) City Council meeting, not previously submitted, as approved by management; **and**

Completes a course in public speaking and presentation skills, not previously submitted, as approved by management.