



Class Code: 6500

CLASS TITLE | COUNCIL SUPPORT ASSISTANT II

PAY GRADE: CS-52 | www.cityoftulsa.org/pay

Effective Date : 11/16/2022

PURPOSE OF THE CLASSIFICATION: Under direct supervision performs administrative support duties applying general knowledge and skills related to work performed for the City Council in accordance with established policies and procedures; and performs other related assigned duties.

ESSENTIAL TASKS:

- Prepares and proofreads agendas, verifies accounts, and performs basic bookkeeping responsibilities
- Answers, receives, and delivers messages for Councilors and Council staff
- Prepares letters and memos relating to the work performed by the City Council
- Prioritizes and distributes mail to Councilors and Council staff
- Maintains the filing system and oversees the inventory, ordering and distribution of supplies and materials
- Schedules and coordinates the occupancy of rooms for the Council and applicable Boards, Authorities, and committees
- Greets and assists internal and external customers
- Investigates and responds to customer service concerns
- Assists with the development and production of public honorary achievements
- Performs as a substitute for the Secretary to the City Council
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and**,
- (b) One (1) year of customer service and office experience relevant to the essential tasks listed in this job description

Knowledge, Abilities, and Skills:

Knowledge of:

- Good knowledge of applying rules of grammar, spelling and punctuation
- Good knowledge of general office procedures
- Knowledge of word processing, database, or spreadsheet software packages

Ability to:

- Ability to compose and edit memos
- Ability to perform arithmetic computations
- Ability to follow verbal and written instructions
- Ability to communicate courteously and tactfully with internal and external customers

Skill in:

- Skill in organizing, compiling and recording information

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and other office equipment; subject to sitting, standing, lifting, bending, reaching, walking, and repetitive movements; and vision, speech and hearing sufficient to perform the essential tasks.



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Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily in an office setting, requires the use of a telephone and other office equipment for extended periods of time and may require working overtime.

EEO Code: N-06

Group: Clerical and Administrative

Series: General and Administrative