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.**

<table>
<thead>
<tr>
<th>To Become:</th>
<th>OFFICE ASSISTANT LEVEL II (OT-15)</th>
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</thead>
<tbody>
<tr>
<td>EDUCATION:</td>
<td>Graduation from high school or possession of a General Educational Development (GED) certificate</td>
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<tr>
<td>EXPERIENCE:</td>
<td>One (1) year of general office experience, including Excel and Microsoft Word.</td>
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<td>COURSEWORK:</td>
<td>None.</td>
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<tr>
<td>LICENSES/CERTIFICATIONS:</td>
<td>Possession of a valid Oklahoma Class “D” Driver license <em>(some positions)</em>.</td>
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</tbody>
</table>

**1st Proficiency Increase**

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.

**2nd Proficiency Increase**

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**
Demonstrates proficiency 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.

To Become an Office Assistant III (OT-16)

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.
To Become: OFFICE ASSISTANT LEVEL III (OT-16)

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.

1st Proficiency Increase

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.

2nd Proficiency Increase

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.

To Become an Office Administrator I (OT-17)

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:
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.
To Become: Office Administrator I (OT-17)

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.

1st Proficiency Increase

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.

2nd Proficiency Increase

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.

3rd Proficiency Increase

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.