

ADMINISTRATIVE CLERK

Job descriptions are intended to present a broad and general range of duties which includes, purpose, responsibilities, and scope of work. Job descriptions are not intended to reflect all duties performed within the job.

DEFINITION

Provide a variety of administrative support duties which include public contact and providing general information.

DISTINGUISHING CHARACTERISTICS

This is the entry level of the Administrative Clerk series. Incumbents learn and perform a variety of clerical duties. This class is flexibly-staffed with Senior Administrative Clerk; incumbents are expected to advance to the higher level after successful performance, demonstrated proficiency for performing at the higher level, and successfully completing required training.

SUPERVISION EXERCISED AND RECEIVED

Work under general supervision from higher level staff. May provide guidance to less experienced staff including volunteers and internship students.

ESSENTIAL AND MARGINAL FUNCTIONS

Duties may include, but are not limited to, the following:

Performs a variety of duties, tasks and assignments in support of staff; gathers information to complete assignments and process various forms; posts and transcribes data; prepares and updates a variety of reports, which may require the use of routine arithmetic calculations; proofreads and checks materials for accuracy, completeness, compliance with departmental policies, and correct English usage including grammar, punctuation, and spelling.

Serves as receptionist; receives and screens callers and visitors; provides information regarding City and/or department practices and procedures;

Operates computer systems and related software in the course of work.

Maintains records and processes forms including, but not limited to, those related to time records, purchase requisitions and orders specific to the City.

Collects fees, issues receipts, conducts simple calculations, and performs related basic computations.

Performs other duties related to the operation of the department and the City including additional duties that enable the department and City to meet the diverse needs of its community.

QUALIFICATIONS

Knowledge of:

General office practices and procedures, including filing and the operation of standard office equipment;

Correct English usage, including spelling, grammar, punctuation, and business arithmetic; business letter writing and the standard formats for other electronically prepared materials.

Policies, procedures, processes and forms related to the department to which assigned;

Ability to:

Provide a variety of administrative support duties which include public contact and providing general information

Learn specialized processing, procedures and office support tasks related to the department assigned.

Use and operate centralized telephone equipment, personal computer, related software, and peripheral equipment; type at a speed necessary for adequate job performance;

Understand and carry out oral and written instructions and perform detailed clerical work accurately; communicate tactfully and effectively with the public;

Organize and maintain accurate records and office files; compose routine correspondence from brief instructions;

Use initiative and sound independent judgment within established guidelines; prioritize work and coordinate several assignments simultaneously;

Establish and maintain cooperative and effective relationships with those contacted during the course of work.

EDUCATION AND EXPERIENCE

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities are:

Education:

Equivalent to completion of high school including completion of specialized clerical coursework.

Experience:

Two years of responsible clerical experience.

LICENSES AND CERTIFICATES

Possession of a valid Driver's license (Class C) issued from the California Department of Motor Vehicles by time of hire.

Successful completion of the following business skills training: Better Business Writing; Critical Thinking and Problem Solving, Intermediate Microsoft Word and Excel training courses, or similar courses as determined by Human Resources within twelve months of appointment.

WORKING CONDITIONS

Environmental Conditions: Office environment

Physical Conditions: Essential and marginal functions may require maintaining physical condition necessary for sitting, standing, bending and stooping for prolonged periods of time; using various office equipment including a computer screen and keyboard and occasionally lifting up to 30 pounds.

FLSA: Non-Exempt