

PLANNING AND DEVELOPMENT
CLERK TYPIST I AND II

GENERAL STATEMENT OF DUTIES

Performs a variety of clerical and typing tasks; data entry and use of various software programs. Computer proficiency is required.

DISTINGUISHING FEATURES OF THE CLASS

This is responsible and varied clerical work requiring data entry and general reception skills. It calls for the exercise of judgment in the application of prescribed procedures and methods to routine matters. Depending upon the nature of the assignment, the work may be done under close or general supervision and may be checked by another step in a clerical process or by an immediate supervisor.

EXAMPLES OF WORK (Illustrative Only)

Answers department telephone;

Acts as a receptionist and directs callers to appropriate staff members for inquiries and information;

Assists walk-in citizens with building and zoning information and provides appropriate permit forms;

Can read a map and provide verbal direction to staff and general public as needed;

Types correspondence from rough draft and personally composes routine replies;

Types formal complaints, permits, and other legal instruments, statistical tabulations and data, form letters, memoranda, vouchers, reports, requisitions and other materials;

Receives and sorts department mail;

Cross-indexes and files documents and correspondence alphabetically, numerically, or by another predetermined classification;

Searches and locates file material;

Acts as desk clerk and answers inquiries according to established departmental policy; operates a computer, printer, calculator or other office equipment;

Answers telephone and gives general information in response to public or official queries;

Issues construction, heating, electrical, plumbing, zoning and building permits and plumbing licenses;

Proofreads typewritten and printed materials;

Assembles a variety of data from office records for incorporation into various reports; keeps records of hours of work, equipment and materials used on various departmental projects;

Collects permit fees and assists in balancing the permits accounts at the end of the day;

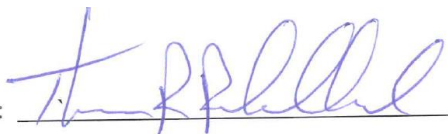
Orders and maintains office supplies.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Good knowledge of office terminology; procedures and equipment and of business arithmetic and English; some knowledge of elementary bookkeeping. Ability to understand and follow complex oral and written directions. Ability to maintain complex clerical records and prepare reports from such records. Ability to make minor decisions in accordance with laws, ordinances, regulations and established policies. Ability to make relatively complex mathematical computations rapidly and accurately. Ability to type from clear copy or rough draft at an average rate of speed. Clerical aptitude; good judgment; tact and courtesy. Ability to deal effectively with the general public and City staff.

ACCEPTABLE EXPERIENCE AND TRAINING

Some experience in clerical work which shall have involved typing and completion of a standard high school course with business school training highly desirable; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Approved:  _____

Date: 2-13-17 _____