

ADMINISTRATIVE CLERK

DEFINITION

To perform a wide variety of general clerical, receptionist, and routine administrative support duties related to area of assignment; to provide exceptional public service as the primary point of contact for an assigned department or division; and to provide administrative support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Administrative Clerk class. Incumbents initially perform the more routine duties assigned to positions in this series and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform a wide variety of clerical work including filing, billing, verifying and recording information.

Act as primary point of contact for the public; answer telephones and greet visitors; respond to inquiries; provide routine information; take messages and refer callers to appropriate parties.

Perform a variety of clerical accounting functions in the preparation, maintenance and processing of accounting records and financial transactions; receive cash payments; reconcile cash entries and balance cash drawer.

Accept and process a variety of applications, verifying accuracy of information.

Prepare, proofread, copy and distribute various reports, agendas, and files.

Conduct mailings and place posters to advertise public hearings.

May maintain and update the city's website with respect to content, including agendas, minutes, packets, announcements, and similar items.

Sort and file documents, files, charts, and records; maintain alphabetical, index, and cross-reference files.

Process and maintain a variety of statistical records; check and tabulate statistical data; prepare routine statistical reports; perform data entry.

Receive, sort and distribute incoming and outgoing mail.

Maintain office supplies and equipment.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Standard and accepted English usage, spelling, grammar, and punctuation.

Principles and practices of customer service.

Modern office methods, procedures and computer equipment, including applicable software programs.

Pertinent City functions, policies, rules and regulations.

Methods and techniques of effective recordkeeping.

Principles and practices of cash handling and reconciliation.

Ability to:

Perform a wide variety of general clerical, receptionist, and routine administrative support duties.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and

fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Manage and reconcile cash payments and deposits.

Prepare, proofread, and distribute a variety of documents related to area of assignment.

Accept, review, verify and collect payments, fees, fines and applications.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Two years of responsible clerical experience.

Training:

Equivalent to the completion of the twelfth grade.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license as required by the position.