

ADMINISTRATIVE CLERK

DEFINITION

Positions in this intermediate-level classification perform a variety of work of a generally routine and standardized nature in support of a department where supervision is normally available to assist with work that is not covered by standard operating procedures.

DISTINGUISHING CHARACTERISTICS

Positions in this classification are distinguished from those in the higher class of Senior Administrative Clerk through the latter performing more complex duties requiring greater job knowledge and less supervision.

SUPERVISION EXERCISED AND RECEIVED

Supervision received ranges from close to general depending upon assignment and is provided by Confidential or Management employees.

ESSENTIAL AND IMPORTANT DUTIES

- Enters data and information in the preparation of reports, correspondence, forms and other documents.
- Opens, sorts, time stamps and routes department mail.
- Processes documents according to established procedures, including checking for accuracy and completeness of specific entries.
- Provides information and assistance regarding department programs, policies and procedures to the general public, City personnel, vendors and contractors.
- Keeps records and files in accordance with established procedures.
- Answers telephones, routes calls and takes messages; provides information to interested parties.
- Responds to email requests on timely basis.
- Receives, processes and, in a predetermined method, distributes information.
- Makes arrangements for City functions; room reservations, refreshments, room set up.
- Makes copies, send faxes, orders supplies and keeps inventory of office supplies.
- Processes payment authorization requests and orders checks, maintains petty cash.
- Performs other clerical support duties as required.

JOB-RELATED AND ESSENTIALS QUALIFICATIONS

Knowledge of: Basic English and arithmetic; correct grammar, punctuation and vocabulary; office procedures, practices and equipment; and computer software including word processing and spreadsheets.

Ability to: Acquire and apply a working knowledge of the functions, procedures, policies and regulations of the assigned division and department; comprehend and accurately follow verbal and written instructions; maintain records; organize work effectively; and maintain effective working relationships with those contacted in the course of work.

Skills: Entering data accurately at a speed acceptable for the position, operating office equipment.

EDUCATION AND TRAINING

Sufficient education and experience to satisfactorily perform the duties of this classification. A typical qualifying background would be graduation from high school and one year of office experience.

SPECIAL REQUIREMENTS

Speak clearly and understandably; effectively operate a computer; hear voices and telephones; read and reach; sit for extended periods of time; and walk and bend.

LICENSES AND CERTIFICATES

Depending on the position, possession of a valid, appropriate State of California Driver's License may be required.