

ADMINISTRATIVE CLERK I/II

DEFINITION:

Under direct supervision, perform varied, responsible, routine to complex clerical and administrative duties to support the needs of an assigned function or department; provide quality customer service; and do other related work as required.

This position has two levels.

- Administrative Clerk I is an entry level, training specification as incumbents may have limited related work experience. Duties are similar to the Administrative Clerk II, however, the Level I employee is not expected to perform with the same independence and judgment on matters related to established procedures and methods. The Level I employee is expected to progress to Level II in less than 12 months with appropriate training, experience, and satisfactory job performance.
- Administrative Clerk II is responsible for the full scope of office support duties and responsibilities and is expected to perform assigned duties with only occasional instruction or assistance. Positions at this level are flexibly staffed and are normally filled by advancement from Level I or, when filled from the outside, require prior clerical experience. Appointments to Level II requires that the employee perform the full range of duties and meet the qualification standards for the specification.

Direction for both levels comes from management, supervisory, and/or higher level positions within the secretarial support classifications.

ESSENTIAL JOB FUNCTIONS:

The listed tasks are essential for this specification and may include, but are not limited to, the following:

Greet visitors and the general public in person and/or via telephone answering questions and responding to inquiries referring them, when necessary to appropriate persons; prepare, type and process written communications; may transcribe from rough drafts or audio tapes; receive, stamp, and distribute mail; file and retrieve data; prepare and type agendas and supporting materials; establish and maintain paper and/or electronic file and record keeping systems; issue, receive, process various applications, permits, registration information, and other forms; operate office machines and equipment as required, including but not limited to personal computer and software, copy machine, fax machine, calculator, etc.; schedule appointments and make travel arrangements; accept payment of fees and write receipts; disburse petty cash and maintain and process cash records; order office supplies and maintain inventory; assist with administrative tasks involving personnel, budgeting processes, and facilities. May be required to work shifts, weekends, and/or holidays.

QUALIFICATIONS:

Training and Experience- Both positions require a high school diploma or GED with specialized clerical course work and/or training. Level I must have at least six months of clerical experience. Level II must have one year of increasingly responsible clerical or secretarial experience. Must have a valid California driver's license at the time of employment.

Knowledge, Skills, and Abilities: Must have general knowledge of office methods, practices, procedures, and equipment; organizational skills; the ability to operate personal computer word processing, spreadsheet applications, and graphic software; type 45 words per minute, corrected; learn the terms, procedures, and operating details of the assigned department; read and correctly use the English language; effectively proofread assigned work; follow oral and written direction; work with confidential information; communicate effectively orally and in writing; and work cooperatively with City employees and the general public.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

While performing the duties of this job, the employee frequently sits, stands, listens, talks, uses a telephone, calculator, and personal computer with a VDT screen for extended period of time. Must occasionally stoop, balance, or kneel and use arms, legs, and back to reach for, lift, and/or move objects up to 25 pounds.