



Job Title: **Administrative Clerk 1**
Department: **Community Development**
Date: **September 19, 2018**
X Non-Exempt ___ Exempt (choose one)
FLSA Exemption: **N/A**
Job Reports To (title): **Community Development Manager**
Pay Grade: **1**
X Full Time ___ Part Time

Job Description

Summary/Objective

Under close supervision, performs a variety of routine administrative, secretarial, and customer service functions; utilizes a variety of office software products; performs basic administrative assignments; and performs related duties as assigned.

Administrative Clerk 1 is the entry level class in the Administrative Clerk series. Individuals in this class work under close supervision in performing tasks of a routine and repetitive nature greeting visitors at the counter, pulling files, and answering inquiries.

Essential Job Functions

The duties listed below are intended only as illustrations of various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment. Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions:

1. Assists the public over the telephone answering questions, receiving complaints, and transferring calls to the proper department or individual.
2. Greets the public promptly at the counter providing instruction, direction, and answering inquiries.
3. Operates a variety of office equipment including a computer and Microsoft Office applications Outlook, Word, PowerPoint, Publisher, and Excel.
4. Gathers and summarizes data, types correspondence, creates reports, and maintains records. Assists in preparing flyers for special events.
5. Edits drafts for composition and proper grammatical structure.
6. Maintains files, often including confidential information.
7. Interprets and applies administrative and department policies and rules.
8. Prepares and files legal notices, records documents, receives and processes applications and a variety of other activities as assigned.

9. Assists with department's electronic content management system; scanning in documents, organizing and entering meta data, retrieving information, and redacting information as necessary.
10. Makes mathematical calculations.
11. Analyzes situations carefully and adopts effective courses of action.
12. Follows oral and written instructions; accepts direction from higher level Administrative Clerks and other department personnel.
13. Works quickly, efficiently, and calmly under stressful conditions.
14. Establishes and maintains cooperative working relationships with the public and with co-workers.

Conformance Statement

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, residents, suppliers, and elected officials.
- Work cooperatively and effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
- Maintain the highest level of ethical behavior in all matters.

Competencies

1. Ethical Conduct.
2. Time Management.
3. Organization Skills.
4. Project Management.
5. Personal Effectiveness/Credibility.

Qualification Guidelines

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

Education and Experience

High school diploma or equivalent including or supplemented by courses in business practices and six months of general clerical experience, OR Associate's Degree without clerical experience.

Preferred Skillset

Verbal and written bilingual skills highly preferred (Spanish).

Type accurately at 55 words per minute.

Licenses and Certificates

Possession of a valid Class C California Driver's License with a safe driving record is required.

Knowledge, Skills & Abilities

Knowledge of:

- Procedures and legal requirements necessary to develop, maintain, archive, preserve and protect municipal records.
- General office, records management and administrative practices and procedures.
- Computer systems related to maintaining municipal records.
- Business English, spelling and arithmetic, and modern office procedures.

Ability to:

- Comprehend the purpose of each department (including public works, community development, engineering, police, finance, etc.), their functions, and how they prefer to process concerns received from the public.
- Work independently; be self-motivated; adaptable; organized and comfortable working in a team-oriented environment.
- Perform a wide variety of administrative duties and complex administrative detail work requiring follow-through with little or minimal supervision.
- Interpret, explain, and apply related regulations, policies and procedures.
- Assist in organizing, supervising and implementing the City's records management program.
- Communicate in a clear and concise manner both verbally and in writing.
- Follow and comply with written and oral instructions.
- Establish, foster, and maintain a cooperative working environment with City staff and the public to achieve high quality performance.
- Use personal computer and software programs for word processing and audio recording equipment.
- Add, subtract, multiply and divide.
- Write a formal business letter.
- Maintain complex filing systems.
- Understand and carry out oral and written instructions.
- Work well and cooperatively with others.

- Provide excellent customer service.

Skills:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Work Authorization/Security Clearance

Must complete post-offer/pre-employment Department of Justice finger printing and background screening. Work authorization as required by the U.S. Citizenship and Immigration Services is mandatory within three business days of hire.

Disaster Service Worker Requirements

Under California Government Code Sections 3100 - 3109, public employees are designated as disaster service workers. The term "public employees" includes all persons employed by the state or any county, city, state agency, or public district. Disaster service workers are required to participate in such disaster service activities as may be assigned to them by their employer or by law.

Working Conditions, Mental and Physical Demands

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Work Environment

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Physical Demands

This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access,

enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift books and files from shoulder-level and above, carry, push, and pull materials and objects weighing up to 50 pounds.

Sitting for extended periods of time during lengthy meetings while taking detailed notes is common.

Visual acuity to perform routine filing, reading, and typing of documents is required; and use of a computer keyboard and software to prepare agendas, resolutions and presentations.

Essential Mental Functions

Regularly required to use written and oral communication skills, read and interpret data, analyze and solve problems; observe and interpret situations; interact with City staff.

Be able to make quick decisions, provide guidance and direction to others, problem solve, read, write, and speak publicly. Essential to be able to read, organize, process and interpret data, and be able to add, subtract, multiply and divide.

Supervisory Responsibility

This position has no supervisory responsibilities.

Expected Hours of Work/Work Schedule

Monday – Thursday 7:00 AM – 6:00 PM (4x10 work week). Occasional over time may be required as job duties demand.

Travel

No travel is expected for this position.

Disclaimers and approval The disclaimer informs the employee that the job description is not a contract between the employee and the employer, that the employer may change the job description or that the employer may request the employee to perform additional duties.

This job description has been approved by all levels of management:

City Manager  Date 9-27-18

HR  Date 9-27-18

Disclaimers and approval This job description is not a contract between the employee and the employer. The employer may change the job description and/or may request the employee to perform additional duties.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____