



POSITION DESCRIPTION

Title: Office Clerk
Department: Public Works
Status: Part-time / Non-exempt
Immediate Supervisor: Director of Public Works

SUMMARY OF POSITION

The Office Clerk performs a variety of detailed clerical support including, but not limited to: receiving and routing calls and inquires, typing correspondence, using computer hardware and software, collecting and organizing information and records, and maintaining the Department's records management system (both electronic and paper copy).

A. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receives and routes calls from a multiple line telephone system. Documents messages from telephone calls and directs them to proper parties. Makes appointments for city staff and inspectors on the Outlook calendar programs.
2. Greets visitors, ascertains the nature of their business, and assists or directs guests to appropriate individuals.
3. Provides general information on City services and events to inquiries in person and over the telephone.
4. Schedules and coordinates activities such as: contacting and informing staff of meeting dates and times, and assisting in coordinating the use of public facilities.
5. Processes invoices and purchase orders for payment authorization as required and maintains the files and supporting documentation.
6. Types memos, correspondence, schedules, flyers, reports, forms, etc. from voice recordings or written text using the Microsoft Office Suite software or typewriter.
7. Provides back-up for the Department's Administrative Assistant in their absence.
8. Enters data regarding permits, bonds and insurance in the City's Permit Information Systems software.
9. Other duties as assigned including, but not limited to: editing and proofing written material, maintaining departmental mailing lists, creating mailing lists using GIS technology, registering participants for classes, and resolving routine problems and complaints.
10. Assists in the Identification, classification and storage of records. Scans paper files into electronic media using the City's selected software. Establishes files within the records management system, files the documents properly and is able to retrieve stored documents when requested.

B. OTHER DUTIES AND RESPONSIBILITIES

1. Processes and routes incoming mail.
2. Makes copies of correspondence or other printed matter, using copy machine.

C. NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to perform general reception duties requiring good judgment and concentration in interpreting practices and procedures to meet problems.
2. Ability to communicate with the general public, department staff and others in a pleasant and concise manner.
3. Ability to deal with work interruptions and return to the project at hand effectively.
4. Ability to work in a fast-paced environment where work needs to be completed expediently and accurately.
5. Knowledge of departmental and City policies and procedures.
6. Knowledge of City services offered.
7. Skilled in the operation of computer hardware and software.
8. Ability to work independently, prioritize work, and pay close attention to detail.
9. Ability to follow oral and written instructions.

D. MINIMUM REQUIREMENTS

1. High school diploma, GED or equivalent.
2. Previous extensive experience with computer hardware and software.
3. Two to three years of increasingly responsible related experience, or any equivalent combination of related education and experience in clerical, reception, or customer service.
4. Minimum typing speed of 40 good wpm.

E. DESIRED QUALIFICATIONS

1. Microsoft Office Suite software experience along with familiarity of copy and fax machines.

E. TOOLS AND EQUIPMENT USED

Multiple line telephone system, computer hardware and IBM compatible software, copy machine, folding machine, fax machine, desk calculator, scanner and typewriter.

F. WORK ENVIRONMENT

Work space is contained in a climate controlled, smoke-free, high volume public service environment. Furniture, equipment, and filed records limit space within the office. Distracting noise levels are present at times due to office machines, telephones, and conversations. The office is open to the public. Opportunities to leave the immediate area are limited to those occasions when other employees are available to monitor the area.

G. PHYSICAL DEMANDS (*ESSENTIAL TO JOB)

*Sight reading a variety of documents on paper and on a computer monitor

