

OFFICE CLERK

DEFINITION

Under general supervision, performs varied clerical, typing and cashiering duties in an assigned department; provides clerical assistance in specialized work and programs; deals with the public in person and by telephone; assists in office operations and procedures, and performs relevant office duties as needed.

IMPORTANT AND ESSENTIAL DUTIES

Essential duties may include, but are not limited to, the following:

1. Performs a variety of clerical work including typing, data entry, filing and recording of information.
2. Operates office machines, including computers, typewriters, fax machines, 10 key adding machines and duplicating machines.
3. Assists at the public counter, answers telephones, and assists visitors and callers by providing a variety of information where judgment, knowledge, and interpretation of policies and procedures may be necessary.
4. Receives and processes incoming and outgoing mails for the department.
5. Provides clerical assistance in all aspects of department programs and activities.
6. Prepares bulletins, brochures and reports as needed.
7. Posts and distributes publicity materials at strategic locations as needed.
8. Accepts and processes service request forms and applications, as well as other related documents.
9. Prepares and files correspondence, memos, time sheets, sick leave papers and related forms.
10. Purchases supplies, processes invoices and maintains records.

OTHER JOB-RELATED DUTIES

1. Provides assistance during special events.
2. Prepares personnel forms and routine reports for department staff.
3. Accepts payment of fees and reconciles accounts.
4. Receives phone calls from the public for information or for re-routing within the department.
5. Processes requisitions and purchase orders, as well as invoices for warrant register.
6. Performs other related duties as assigned.

JOB-RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

1. Modern office practices, principles and procedures.
2. Modern office machines and computer software, Internet, E-mail, Fax, Copier and 10 Key adding machines.
3. Sorting, alphabetizing and filing documents, records, reports, forms or other materials.
4. Basic office communication skills and telephone ethics.

Ability to:

1. Understand and follow written and oral instructions.
2. Type accurately at a speed of not less than 30 words per minute.
3. Maintain effective working relationships with co-workers, supervisors, City officials, and the general public.
4. Understand and speak Spanish is highly desirable.

EXPERIENCE AND TRAINING GUIDELINES

A typical way to obtain the knowledge, skills and abilities would be the following:

Experience: One year of general clerical or secretarial experience is required. Experience in applicable computer software (Microsoft Office) applications is highly desirable.

Training: High school graduation or its equivalent is required.

Special Requirements

Must possess a valid California Class C Driver's License on appointment and as a condition of continued employment.

Must stay current in field, and acquire all necessary training that new technological changes may present.

Physical Requirements

Essential duties require the following physical abilities and environmental conditions: Ability to sit, stand for long periods, walk, kneel, reach, twist, lean, climb and lift supplies/forms, operate a computer keyboard, calculator, telephone for long periods, and tolerate exposure to vibration, pitch and glare from a computer.