

JOB DESCRIPTION

TITLE: Department Clerk

(Assessing, Building, DPW, Finance, Library, Recreation, Water Billing)

NATURE OF WORK

Under the supervision of a department head or higher classified supervisory employee, performs a variety of clerical/secretarial support tasks which require proficiency in typing and records processing, computer skills, independent judgement, accuracy, and organizational skills. Acts as a liaison and resource to other City departments, staff, officials, outside agencies, and the public. May handle confidential materials, which are sensitive in nature.

ESSENTIAL DUTIES

Employees in this classification perform several of the following duties:

- Compiles information and types correspondences, reports, budgets, forms, permits, records, and other materials.
- Processes and maintains various records, and organizes and maintains office files.
- Prepares reports or memoranda, compiling necessary data and exchanging information with a variety of sources.
- Receives, screens, and routes telephone calls, and assists visitors/residents by ascertaining needs, explaining departmental policies and procedures, initiating necessary paperwork, or referring them to the appropriate staff.
- Maintains a general knowledge of department operations in order to provide accurate answers to callers/visitors.
- Schedules appointments and maintains calendars for the supervisor and other staff.
- Prepares itineraries and makes reservations.
- Sorts and distributes mail and other materials. Prepares materials for mailing.
- Issues permits, licenses, and certificates after ensuring all city and/ or governmental requirements are met. Provides assistance to persons who need help with their applications and/or forms.
- Operates computers equipment to process data, procedure spreadsheets, and maintain records. Updates files as needed.
- Prepares and processes weekly payroll and attendance reports for the department.
- Investigates and resolves problems presented by residents/public to their satisfaction.
- May be involved in various special projects as assigned, handling related

correspondence, maintaining records, and serving as liaison for specific programs, assisting the public, providing related assistance, and answering questions.

- Maintains an inventory of office/departmental equipment, supplies, forms, and materials. Orders and/or pick up items as needed.
- Performs other related clerical duties specific to an assigned area.

PHYSICAL DEMANDS

- The physical demands and work environment described here 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 the essential functions.
- Work involves walking, talking, hearing, using hands to handle, feel or operate objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus.
- The employee may be required to push, pull, lift, and/or carry up to 20 pounds.
- The noise level in the work environment is usually moderately quiet.

EMPLOYMENT QUALIFICATIONS

Education: Possession of a high school diploma or its equivalent with courses in typing, account keeping, office machine and/or computer operation, and office procedures.

Experience: A minimum of one to three years of clerical/secretarial, and BS&A module experience or the equivalent.

The qualifications listed above are guidelines. Other combinations of education and experience which could provide the necessary knowledge, skills, and abilities to perform the job will be considered.

For purposes of Employment Standards, this classification is “Exempt” from the overtime provisions of the Fair Labor Standards Act.