City of Woodland

ADMINISTRATIVE CLERK I/II

DEFINITION

To perform a wide variety of general clerical and administrative duties for a City department; and assist the public.

DISTINGUISHING CHARACTERISTICS

Administrative Clerk I: This is the entry level class in the Administrative Clerk series and is distinguished from the II level in that work is generally routine and repetitive, and does not perform the full range of duties assigned to the II level. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. Administrative Clerks I are normally considered to be on a training status, and as assigned responsibility and breadth of knowledge increase with increased experience, may reasonably expect their positions to be reassigned to the next higher class of Administrative Clerk II.

Administrative Clerk II: This is the journey level class in the series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance.

SUPERVISION RECEIVED AND EXERCISED

Immediate supervision is provided by higher level clerical positions. May receive functional or technical supervision from department staff. The Administrative Clerk II position may coordinate the work of persons within the Administrative Clerk personnel.

EXAMPLES OF DUTIES

The following are typical illustrations of duties encompassed by the job class, not an all inclusive or limiting list:

ESSENTIAL JOB FUNCTIONS:

Provides excellent customer service; answer telephone and direct callers; receive visitors at a public counter and identify a variety of needs; information on department policies and procedures as appropriate; schedule appointments.

Perform a wide variety of routine clerical work including filing, billing, checking and recording information on records, maintaining logs for assigned functions.

Type, proofread and process a variety of complex and/or sensitive documents including general correspondence, memos, and charts from rough draft, dictaphone recordings or verbal instruction.

Enter and retrieve data from on-line or stand-alone computer systems; operate computer systems to generate reports and perform other automated processes.

Work cooperatively with others**.**

Regular and consistent attendance.

Gather information from individuals or reference sources to complete and process various forms, records and applications; compile routine information and data for statistical and financial reports as assigned.

Receive, sort and distribute incoming and outgoing correspondence.

Issue, receive, type and process various applications, permits and other forms.

Accept payment of fees; maintain and process cash records, disburse petty cash funds, and perform related basic computations.

Maintain records and process forms, such as time records, purchase requisitions and orders, and other specific to the organizational unit.

Perform related duties as assigned.

QUALIFICATIONS

Administrative Clerk I:

Knowledge of:

Alphabetic and numeric filing, indexing, and cross-referencing methods.

English usage, spelling, grammar, and punctuation.

Modern office methods and equipment including filing systems and personal computers.

Skill to:

Communicate tactfully and effectively with the public.

Perform routine clerical work including maintenance of appropriate records and preparation of general reports.

Type with speed and accuracy at a rate sufficient to perform duties satisfactorily.

Demonstrate familiarity with word processing, spreadsheets and databases.

Learn the organization, procedures and operating details of City department to which assigned.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

Ability to:

Work with complex and sensitive files and record systems.

Meet the physical requirements necessary to safely and effectively perform assigned duties.

Education and Experience

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

Education:

Equivalent to the completion of the twelfth grade.

Experience:

One year of experience performing general clerical work.

Administrative Clerk II

In addition to the requirements for Administrative Clerk I:

Knowledge of:

Principles and procedures of record keeping.

Skill to:

Perform more complex clerical work.

Compose routine correspondence from brief instructions.

Use initiative and sound independent judgment within established guidelines.

Work with minimum supervision.

Education and Experience

Experience:

One year of experience performing duties comparable to those of an Administrative Clerk I in the City of Woodland.

Council Action: November 7, 2000

F:\HOME\HRSHARE\PUBLIC\JOBDESC\ADMIN\CLERK1.DOC