

ADMINISTRATIVE RECORDS CLERK

DEFINITION

To perform a wide variety of general clerical duties related to the function and department needs as assigned.

SUPERVISIONS RECEIVED AND EXERCISED

Receive immediate supervision from the Administrative Management Analyst.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Perform a wide variety of general clerical duties related to the function of the department.

Act as a receptionist, answer the telephone and wait on the general public, giving information on department and assigned program policies and procedures.

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

Perform a wide variety of routine clerical work including filing, checking and recording information on records.

Schedule the use of city facilities and ensure that facility and equipment are maintained in an attractive and safe manner and reporting facility maintenance concerns to the Public Works Superintendent. Maintain adequate supplies.

Ensure that all city facilities being rented are prepared as requested for a variety of groups and activities, communicate with scheduled groups to confirm use of the facility and needs of the group.

Operate standard office equipment including computer equipment.

Receive, sort and distribute incoming and outgoing correspondence.

Order, receive and store office supplies.

Build and maintain positive working relationships with co-workers, other city employees and the public using principles of good customer service.

Perform related duties as assigned.

Must be detail oriented.

MINIMUM QUALIFICATIONS

Knowledge of:

Standard office practices and procedures, including the operation of standard office equipment such as computers and computer software applicable to the position.

Techniques for dealing with a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

On a continuous basis, sit at a desk, intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry products.

Type at a speed necessary for successful job performance.

English usage, spelling, grammar, and punctuation.

General functions of municipal government.

Operation, policy and procedures of appropriate city departments.

Must have a valid California Driver's License.

#### Ability to:

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

Interpret and explain program policies and procedures.

Maintain records.

Communicate clearly and concisely, both orally and in writing.

#### Experience and Education

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

#### Experience:

Some clerical experience is desired.

#### Education:

Equivalent to the completion of the twelfth grade. Additional specialized training in an administrative field is desirable.