CITY OF EL CERRITO

ADMINISTRATIVE CLERK

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a wide variety of responsible general clerical work in support of the assigned organizational unit independently but within operational procedures; to provide detailed information and assistance to the public regarding departmental policies and procedures.

DISTINGUISHING CHARACTERISTICS

This class is the entry level into the office support series; however, experience in the office support field is required. Primary duties involve performing general clerical duties independently and exercising discretion within defined guidelines. This class level is distinguished from the higher level of Administrative Clerk - Specialist in that Administrative Clerk – Specialist is normally expected to oversee the day-to-day components of an operational program, use a significant amount of discretion in day-to-day program decisions, and/or process information on a broad range of operational or organizational issues.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from management, professional or technical staff. May provide guidance to other clerical employees or volunteer staff.

ESSENTIAL FUNCTION STATEMENTS

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

Essential Functions:

Assist the public over the telephone or in person; provide standard information on departmental policies and procedures involved in the application, registration or permit process to which assigned.

Apply departmental policies and procedures in determining eligibility of public for types of classes or permits; issue permits and forms; collect and process appropriate fees.

Word process, proofread and process a variety of documents including general correspondence, memos, and statistical charts from rough drafts, voice recordings, or verbal instruction.

Prepare original correspondence, memos and standard reports.

Perform a wide variety of general clerical work including the maintenance of accurate and detailed records; verify the accuracy of information; research discrepancies and input data into a computer system.

Research and compile information and data for statistical and financial reports; maintain a variety of statistical records; check and tabulate statistical data.

Order and maintain office supplies.

Marginal Functions:

Set up tables and chairs for meetings and various program activities, as needed.

May participate on City-wide committees.

May take meeting notes.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

English usage, spelling, grammar, and punctuation.

Modern office practices, procedures, methods and equipment.

Computer applications, including word processing and database usage, applicable to the work.

Business letter writing.

General City government organization and functions and operations/

Basic policies and procedures of the function to which assigned.

Ability to:

Quickly learn and correctly interpret and apply the policies and procedures of the function to which assigned.

Perform general clerical work including maintenance of appropriate records and compiling information for reports.

Communicate effectively, both orally and in writing.

Word process at a speed and with accuracy necessary for adequate performance of assigned duties.

Operate office machines and word processing equipment.

Understand and carry out oral and written directions.

Collect fees and perform business mathematical calculations.

Work independently in the absence of supervision.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain physical and mental capacities appropriate to the performance of assigned duties and responsibilities.

EXPERIENCE AND TRAINING

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

Experience:

One year of responsible full-time clerical experience. Experience in dealing with the public is desirable.

Training:

Equivalent to the twelfth grade, including or supplemented by clerical courses.

PHYSICAL DEMANDS

Sitting:	Frequently to Constantly	Lifting:	
Standing:	Occasionally	up to 10 lbs:	Occasionally
Walking:	Occasionally	11 to 25 lbs:	Occasionally
Bending:	Occasionally	26 to 50 lbs:	Never
Crouching:	Occasionally	51 to 75 lbs:	Never
Stooping:	Occasionally	76 to 100 lbs:	Never
Kneeling:	Never	100 + lbs:	Never
Crawling:	Never	Carrying:	
Climbing:	Never	up to 10 lbs:	Occasionally
Balancing:	Never	11 to 25 lbs:	Occasionally
Running:	Never	26 to 50 lbs:	Never
Twisting:	Occasionally	51 to 75 lbs:	Never
Turning:	Occasionally	76 to 100 lbs:	Never
Jumping:	Never	100 + lbs:	Never

Pushing/Pulling:	
up to 10 lbs:	Occasionally
11 to 25 lbs:	Occasionally
26 to 50 lbs:	Never
51 to 75 lbs:	Never
76 to 100 lbs:	Never
100 + lbs:	Never
Grasping – firm:	Occasionally
Finger dexterity:	Frequently
Reaching forward:	Occasionally to Frequently
Reaching overhead:	Occasionally
Pinch grasp:	Occasionally
Grasp – light:	Frequently

Coordination	-	Eye-hand:	Frequently
		Eye-hand-foot:	Frequently
		Driving:	Occasionally
Talking	-	Face-to-face:	Frequently
		Verbal contact:	Frequently
		Public:	Frequently
Vision	-	Acuity far:	Required (driving)
		Acuity, near:	Required
		Depth perception:	Required (driving)
		Field of vision:	Required (driving)
		Accommodation:	Required (driving)
		Color vision:	Required

PHYSICAL DEMANDS (continued)

Hearing	-	Conversation:	Frequently
		Telephone:	Frequently
		Earplugs:	Never

MENTAL REQUIREMENTS

Interpret instructions, Detailed uninvolved instructions, One or two-step instructions, Reading-simple, Writing-simple, Writing-complex, Math skills-simple, Clerical, Computing, Copying, Instructing, Speaking-signaling, Serving, Taking instructions-helping, Comprehend/follow instructions, Perform simple-repetitive tasks, Maintain work pace, Relate to other people, Influence other people, Perform varied-complex tasks.

WORK ENVIRONMENT

Exposure to: Indoors, Using computer/computer monitor screen, Works around others, Works alone, Works with others.

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