

CITY OF LOS BANOS

Job Description

POSITION TITLE	ADMIN CLERK I ADMIN CLERK II
DEPARTMENT	VARIOUS
DEPARTMENT CATEGORY	REGULAR
EMPLOYMENT LEVEL	STAFF

DEFINITION

To perform a variety of advanced level administrative support duties for an assigned department; to perform receptionist duties, greet visitors and provide information to the public; to perform administrative support duties for management and professional staff including assisting with the research and gathering of information, preparation of correspondence, and maintenance of files.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned manager/supervisor. May receive general supervision from other personnel as assigned. Admin Clerk II may exercise general supervision over clerical staff when necessary.

DISTINGUISHING CHARACTERISTICS

Admin Clerk I:

This is the entry level class in the Administrative Clerk series. Positions in this class typically have little or no directly related work experience. The Administrative Clerk I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned. Unless a position is permanently allocated to the level I due to the nature of work, employees are expected to promote to the II level after meeting performance expectations and demonstrating the ability to perform the full range of duties assigned to the II level.

Admin Clerk II:

This is the journey level class in the Administrative Clerk series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

- Reliable and dependable attendance and punctuality.
- Receive, open, and process incoming mail; process outgoing mail.
- Receive and process a variety of documents and transmittals, including, but not limited to citations, development submittals, and requests for information.
- Research information and prepare staff reports and resolutions for public hearings.
- Prepare and maintain various databases; track a variety of information and projects.
- May coordinate meeting agenda preparation, attend meetings; take and transcribe meeting minutes.
- Perform administrative duties including greeting members of the public, answering the telephone, and providing routine information in regards to City's policies and regulations.
- Provide administrative support to department staff; make copies of documents as needed; handle correspondence by typing memoranda, letters and reports as required; distribute correspondence.
- Answer routine requests for information from public and city employees.
- Maintain a variety of files, forms and miscellaneous documents and materials.
- Type a wide variety of material from rough draft copy, notes, or verbal instructions.
- Operate computer systems and other business machines such as calculator, copier, fax machine, etc.
- Prepare, maintain and file a variety of letters, reports and miscellaneous material.
- Maintain and process a variety of confidential and public records.
- Maintain a safe and effective work place.
- Develop and prepare special reports and create forms.
- Assist with special projects, as assigned.
- Maintain and restock office supplies.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform other related duties as assigned.

Admin Clerk I

Knowledge of:

- Modern office procedures, methods and computer equipment.
- Basic mathematical calculations.
- English usage including spelling, punctuation and grammar.
- Principles and practices of customer service.

Ability to:

- Learn to perform a variety of administrative support activities.
- Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

- On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.
- Understand and follow oral and written instructions.
- Hear and understand telephone communications.
- Learn to operate a personal computer for data entry, inquiry, and report generation.
- Maintain confidentiality of a wide range of sensitive information.
- Make accurate mathematical calculations.
- May be required to attend night meetings.
- Communicate clearly and concisely, both orally and in writing.
- Exercise independent judgment and work with minimum supervision.
- Establish and maintain effective interpersonal relationships with those contacted during the course of work.

MINIMUM QUALIFICATIONS

- Must be age eighteen (18) by date of application.
- Equivalent to completion of the twelfth grade.
- Possession of a valid California Class C driver license.
- Type at a speed of 40 NWPM.

Admin Clerk II

In addition to the qualifications of an Admin Clerk I:

Knowledge of:

- Methods of developing and maintaining complex filing systems.
- Practices for gathering and summarizing a variety of data and information.
- Basic methods of record keeping, including personal computer uses related to spreadsheet and database applications.
- City and department policies, rules and regulations.

Ability to:

- Independently perform difficult and responsible administrative support work.
- Respond to and assist in resolving difficult and/or sensitive inquiries.

MINIMUM QUALIFICATIONS

- Two (2) years of responsible experience equivalent to Admin Clerk I or similar position.

10/17