



CLERK/TYPIST RECEPTIONIST

Definition:

Under general supervision, performs a wide variety of simple clerical support duties for a department.

Essential Job Duties:

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Acts as receptionist to City Hall or other facility, answering phones and greeting visitors.
2. Participates in the maintenance of routine spreadsheet programs.
3. Performs keyboarding, data entry, and filing.
4. Assists with responding to inquiries, providing routing or procedural information, fielding calls, and directing work orders.
5. Schedules appointments.
6. Processes and sorts postal mail, faxes, and/or emails.
7. Receives telephone calls and complaints.
8. Prepares a variety of simple documents in draft and final form using a computer and relevant software.
9. Operates a variety of office equipment.
10. Provides simple clerical assistance to supported staff.
11. Screens calls and provides a variety of assistance to the public and other agencies.
12. Performs other related duties as required.

Minimum Knowledge, Skill and Ability:

Knowledge of:

- Professional writing techniques.
- Record keeping principles and procedures.
- Relevant mathematical principles and functions.
- Computers and office software applications.
- Functions, policies, and procedures of relevant departments and/or operations.
- English usage, spelling, grammar, and punctuation.

Skill and Ability to:

- Deal with the public in person or on the telephone.
- Understand and follow verbal and written direction.
- Plan, organize, prioritizes, and perform duties as assigned with minimal supervision.
- Operate standard office equipment, a personal computer, and relevant software in a Mac environment.
- Interpret and apply department policies and procedures.
- Communicate clearly and concisely, both orally and in writing.

- Research and compile information.
- Maintain records.
- Establish and maintain effective working relationships with the public and all levels of staff and management.
- Successfully adapt in a high-volume, fast-paced working atmosphere with multiple activities.

Training and Experience:

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities could be considered qualifying. A typical way to obtain the knowledge, skills, and abilities would be graduation from high school or equivalent, and one year clerical experience. Municipal experience preferred.

Licenses and Certificates:

Possession of a valid California driver's license is required by the date of hire.

Physical Requirements and Working Conditions:

- Requires vision (which may be corrected) to read small print.
- Requires mobility of arms to reach and dexterity of hands to grasp and manipulate small objects. Lower body mobility may not be required.
- Performs lifting, pushing, and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- Subject to inside environmental conditions.
- May be required to work at a computer for prolonged periods.
- May be required to use personal vehicle in the course of employment.