

GOLDEN SIERRA JOB TRAINING AGENCY

ADMINISTRATIVE CLERK I ADMINISTRATIVE CLERK II

DEFINITION

To perform a wide variety of general clerical duties in support of specific functions and programs within the division or office assigned.

DISTINGUISHING CHARACTERISTICS

Administrative 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 and work under immediate supervision while learning job tasks. This 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.

Administrative Clerk II - This is the journey level class within the Administrative Clerk series and has the ability to perform the full range of duties assigned, with only occasional instruction or assistance as unique situations arise. Incumbents receive general supervision from an assigned supervisor. Positions in this class are flexibly staffed and are normally filled by advancement from the I level. This class is distinguished from the Senior Administrative Clerk in that the latter performs advanced journey level work requiring a high level of independence and specialized knowledge.

SUPERVISION RECEIVED AND EXERCISED

Administrative Clerk I

Receives immediate supervision from assigned supervisor.

Administrative Clerk II

Receives general supervision from assigned supervisor.

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

Perform a wide variety of routine clerical work including filing, billing, checking, tracking, recording information on records, and processing personnel, payroll, purchasing, and training information; sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

Act as a receptionist; answer the telephone and assist the general public, giving information on division and/or assigned program policies and procedures; screen calls and visitors, and refer inquiries as appropriate

Schedule meetings, inspections and appointments as assigned; make referrals to services and programs available through other Agency divisions and outside agencies.

Receive, issue, and process various applications and other forms; receive, sort and distribute incoming and outgoing correspondence and mail; and maintain and update mailing lists.

Type or data enter, proofread and process a variety of documents including general correspondence, memos, and statistical charts from rough draft, audio recordings or verbal instruction using computer software applicable to assignment.

Operate standard and specialized office equipment including computer equipment; receive and respond to questions and problems related to the operation of computers, software, printers, and other office equipment.

Compose routine correspondence independently; compile and format information and data from a variety of sources for statistical and financial reports; maintain ledger of expenses and revenue; calculate, collect and process fees, charges and donations.

Conduct research of records, programs, processes, procedures, office equipment and supplies, office services, and resources; arrange for the repair of equipment and order office supplies and equipment.

May scan, index and verify records for digital imaging; retrieve and prepare obsolete records for destruction; may receive and index materials submitted for records retention; maintain records, transfer logs and storage inventories of records in offsite retention; may post and maintain information on Agency intranet and/or internet website pages.

May assist in providing clerical support to the Agency Governing Body, including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meetings as assigned; may coordinate or participate in preparation for meetings, presentations and events; may post and maintain information on Agency intranet and/or internet website pages.

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

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Administrative Clerk I

Knowledge of:

English usage, spelling, grammar, and punctuation.

Modern office procedures, methods and computer equipment and software applications.

Basic mathematics and research methods.

Ability to:

Learn the organization, procedures and operating details of the Agency and assigned division.

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.

Intermittently, review documents related to division operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain policies and procedures; explain operations and problem solve office issues for the public and with staff.

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

Verify and check files and data.

Perform simple mathematical calculations.

Operate a variety of office equipment such as a calculator, computer and typewriter.

Type at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

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

Experience:

Some clerical experience is desirable.

Training:

Equivalent to completion of the twelfth grade.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license. Proof of adequate insurance and medical clearance may also be required.

Administrative Clerk II

In addition to the qualifications for the Administrative Clerk I:

Knowledge of:

Organization, procedures and operating details of the Agency and assigned division.

Ability to:

Work independently with limited supervision.

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:

Two years of responsible experience performing duties similar to an Administrative Clerk I in the Golden Sierra Job Training Agency.

Training:

Equivalent to completion of the twelfth grade.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid California driver's license. Proof of adequate insurance and medical clearance may also be required.