

## GOLDEN SIERRA JOB TRAINING AGENCY

### ADMINISTRATIVE CLERK III

#### DEFINITION

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

#### DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Administrative Clerk series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series including computer data entry/record-keeping and report preparation related to monitoring of program clients/participants. Employees at this level are required to be fully trained in all procedures related to assigned area(s) of responsibility.

#### SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned division head.

May exercise functional or technical supervision as appropriate.

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

Perform a wide variety of complex, specialized, and responsible clerical work in support of functions or programs as assigned; post and maintain information on intranet and/or internet website pages.

Assume overall clerical responsibility for an assigned program area that involves maintaining appropriate records, preparing necessary reports, and serving as an overall information source for the program as assigned; communicate with outside agencies to ensure required policies and procedures are met.

Respond to requests by sending out forms and instructions; assist contractors/providers with paperwork, data entry, and database changes; refer contractors/providers to appropriate source to make additions or changes to program elements; contact outside agencies as necessary to ensure proper transfer of information/data.

Provide office management support to assigned division involving the performance of a broad range of administrative tasks including ensuring that work is handled on a priority basis and completed in a timely manner.

May provide technical and/or functional support to positions within the Administrative Clerk series including assigning and reviewing work, and responding to questions and situations about which less experienced staff have not been exposed.

Act as a back-up 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; respond to requests for information on regulations, procedures and policies relating to responsibilities assigned; make referrals to services and programs available through other Agency divisions and outside agencies.

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; may post and maintain information on Agency intranet and/or internet website pages.

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.

May compose routine correspondence independently; compile and format information and data from a variety of sources for statistical and financial reports; maintain financial, statistical and/or operational reports and records as applicable; manipulate data and produce reports; calculate, collect and process fees, charges and donations; and participate in the preparation of assigned budget.

Review reports, identify and research anomalies, correct errors and/or bring anomalies to the attention of appropriate staff; perform general clerical duties including filing, billing, checking, tracking, and recording information on records, and may process personnel, payroll, purchasing, and training information.

May assist in the support of 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.

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

### Knowledge of:

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

Applicable laws, rules, and regulations.

English usage, spelling, grammar, and punctuation.

Modern office procedures, methods and computer equipment and applications.

Basic mathematics and research methods.

### Ability to:

Perform a variety of complex, specialized and responsible clerical duties in support of specific functions or programs within a division.

On a continuous basis, sit at desk for long periods of time. Intermittently twist and reach office and computer 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.

Plan and assign work and train other clerical staff, as assigned.

Use a variety of software systems; type at a speed necessary for successful job performance.

Review documents related to department operations; compile and maintain complex and extensive records and files

Develop and maintain spreadsheets, databases and other automated systems; perform mathematical computations; research and resolve discrepancies; track projects.

Work independently with limited supervision and effectively in a team environment.

Use initiative and sound judgment; prioritize work and coordinate several work activities; provide customer service.

Understand the organization, procedures and operations of the Agency as necessary to assume assigned responsibilities.

Understand, interpret and apply a body of technical information beyond normal application of division or Agency policies and procedures.

Learn services and resources available to the public.

Explain, observe, identify and problem solve office operations and procedures for the public and with staff.

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:

Two years of clerical experience at the journey level.

#### 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.