

## GOLDEN SIERRA JOB TRAINING AGENCY

### PROGRAM CLERK

#### DEFINITION

Under general direction, performs a variety of customer service, clerical, data entry, and record-keeping duties related to workforce development programs and customers; works with a variety of computer applications and data collection systems as determined by the agency and does related work as required.

#### DISTINGUISHING CHARACTERISTICS

Program Clerk I - This is the entry-level class in the Program 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.

Program Clerk II - This is the journey-level class within the Program 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.

#### SUPERVISION RECEIVED

##### Program Clerk I

Receives immediate supervision from assigned supervisor; reports to the Deputy Director.

##### Program Clerk II

Receives general supervision from assigned supervisor; reports to the Deputy Director.

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

Answer incoming telephone calls and route to the appropriate person/department; provide information to the general public regarding available workforce development programs/services.

Greet customers; provide tours and orient new customers to the job center; schedule appointments for staff and customers.

Collect, review, and verify documentation provided by customers to complete the required registration process; issue job center identification cards; maintain the accuracy of electronic records as it relates to the status of registered customers.

Assist in the tracking of customers through the agency's electronic data collection systems; assist in maintaining and updating established data collection systems; assist in the preparation of performance reports on a monthly/quarterly basis for analysis.

Process participant related data and provide clerical support for the MIS Analyst.

Assist in the data validation, review, and approval process of applications, training contracts, and supportive service requests.

Assist the MIS Analyst with the quality assurance review of participant case files.

Investigate discrepancies or inaccuracies of participant forms and notify appropriate party.

Assist customers with the use of resource room computers, equipment, and job search materials, information about upcoming events, workshops, and community resources, and basic resume development and job search strategies.

Assist in marketing job center services/activities and ensure that information is properly distributed to staff, customers, and partners.

Serve as a back-up facilitator for workshops.

Assist in maintaining job center inventory and checking out appropriate materials.

Participate in departmental meetings.

Provide coverage for the front desk in a manner that maintains reputation for excellent customer service to the public and other agencies.

Operate a variety of modern office equipment, including telephone, computer, scanner, copy machine, and fax machine.

Perform other related job duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Program Clerk I**

##### **Knowledge of:**

Modern office procedures and equipment, including the ability to use computers for a variety of typical office applications such as word processing, record keeping and reporting, e-mail, Internet navigation, and database management.

English grammar, spelling, punctuation, and vocabulary.

Basic mathematics and research methods.

Record-keeping, filing, and report preparation techniques.

Basic interviewing principles and techniques, basic resume writing principles and techniques, and basic job search strategies.

Business telephone etiquette.

Principles of business letter and report writing.

Ability to:

Perform routine clerical work and provide excellent customer service.

Communicate clearly and concisely, both orally and in writing, with people from varying socio-economic, educational, and cultural backgrounds.

Prioritize, organize, and complete tasks independently and in a timely manner.

Work effectively in a fast paced environment.

Learn policies and objectives of assigned grant programs and activities.

Protect the confidentiality of records in accordance with applicable rules and regulations.

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

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use the telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Experience and Training

Experience:

Six months of responsible experience performing customer service and clerical duties.

Training:

High school diploma or recognized equivalent.

License or Certificate

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

Program Clerk II

In addition to the qualifications for the Program Clerk I:

Knowledge of:

Methods of collecting and organizing data and information.

The laws, rules, and regulations of WIA/WIOA and other programs and grants administered by the agency.

Ability to:

Prioritize, organize, and complete tasks independently and in a timely manner.

Complete clearly defined assignments with limited supervision.

Process, review, and verify the accuracy and completeness of a variety of forms and documents.

Meet schedules and deadlines.

Use sound judgment and empathy in decision making and problem solving.

Type a minimum of 40-45 words per minute.

Experience and Training

Experience:

Two years of responsible experience performing duties similar to a Program Clerk I.

Training:

High school diploma or recognized equivalent.

License or Certificate

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