

**CLERICAL ASSISTANT I/II**

**Definition:**

Under direct or general supervision, performs a variety of clerical duties of average difficulty and performs related work as required.

**Class Titles**

**Clerical Assistant I  
Clerical Assistant II**

**Essential Duties and Responsibilities:**

The essential duties and responsibilities of the series include the following:

Operates a personal computer, printer, applicable software and typewriter to produce a variety of correspondence, memoranda, reports and other materials.

Maintains a variety of files.

Proofreads, checks and records information.

Opens, stamps and routes mail.

Answers public inquiries in person and on the telephone.

Greets the public and may act as a receptionist.

Provides information on routine questions and directs complex, technical questions or unusual requests to appropriate staff members.

Takes and relays messages.

Assists in ordering and maintaining office supplies.

Indexes and cross files ordinances, resolutions and agreements.

Operates a variety of office equipment.

May record and deposit funds.

May perform a variety of specialized clerical duties and other tasks related to the functions of the office or department to which assigned.

May assist with the preparation of agenda material.

**Other Duties and Responsibilities:**

May lift and carry boxes of files and other items weighing 30 pounds or less.

Performs other projects/tasks as assigned.

**Distinguishing Characteristics:**

Both the Clerical Assistant I and II are multi-incumbent classes. The class of Clerical Assistant I is an entry level class. Incumbents normally work under close supervision, performing duties according to established procedures. While a variety of tasks may be assigned, each step usually fits a pattern which has been established and explained before work is started. Changes in procedure or exceptions to rules are explained in detail as they arise. As assigned responsibilities and breadth of knowledge increase with experience, a Clerical Assistant I may be reassigned to the class of Clerical Assistant II. However, a position which continues to be assigned only basic, routine and repetitive tasks will remain classified as a Clerical Assistant I. Clerical Assistant II incumbents have clerical experience, work under general supervision and, within a framework of established procedures, are expected to perform a variety of typing and general clerical duties with limited instruction or assistance. Incumbents in this class have contact with the public and may answer a variety of procedural questions or provide information.

**Contacts and Relationships:**

Contact is made with the public regarding inquiries related to the department assigned. Other contact is established and maintained with other City departments and staff within the incumbent's department.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this series (both classifications) are as follows:

**Knowledge of:**

English usage, spelling, grammar and punctuation.

Basic business math.

General office practices and procedures.

Basic methods of recordkeeping and filing.

Receptionist and telephone techniques.

**Ability to:**

Perform clerical work of average difficulty.

Understand and carry out oral and written directions.

Make simple mathematical calculations.

Communicate effectively, orally and in writing.

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

Meet the public with courtesy and tact.

Read and write at the level required for successful job performance.

Operate a personal computer and use basic software.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:** Graduation from high school.

**AND**

**Experience:**

Clerical Assistant I: None.

Clerical Assistant II: One year of experience performing general clerical duties.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed in an office environment and requires sitting for prolonged periods of time using a computer keyboard and screen. An incumbent stands, walks, and may twist, reach, bend, crouch and kneel. A Clerical Assistant I/II may also grasp, push, pull, drag and lift boxes of files and other office items weighing 30 pounds or less. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Special Requirements:**

Type at a net speed of 40 words per minute.

Must be able to work a flexible schedule to accommodate City needs.

**Fair Labor Standards Act Designation:** Non-exempt

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