

CLERICAL ASSISTANT III

Definition:

Under general supervision, performs a variety of difficult and specialized clerical duties and performs related work as required.

Essential Duties and Responsibilities:

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

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

Performs a variety of complex clerical duties requiring the application of subject matter knowledge and interpretation of policies, rules and procedures.

Checks, compiles, assembles and records information for the preparation of statistical reports and maintains filing systems.

Prepares a wide variety of reports and forms.

Receives and screens telephone calls and visitors and refers same to appropriate staff.

Prepares and distributes agendas and related materials and may assist in the preparation of agendas for a variety of committees.

Maintains and updates records and office filing systems.

Provides information in person or by telephone, including explanation of policies, procedures, rules and regulations, to City personnel and members of the general public.

Opens, stamps and routes mail.

Orders office supplies and may deal with vendors.

Operates a variety of office equipment.

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

May perform a variety of office support duties for a supervisor/manager such as scheduling appointments, scheduling meetings, screening callers/correspondence and initiating replies to routine correspondence.

Other Duties and Responsibilities:

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

May assist in the training and coordinating the work of other clerical workers.

May use a tape recorder to record actions of meetings attended and transcribe taped records into minute format.

May assist in the maintenance of departmental personnel/payroll records.

Performs other projects/tasks as assigned.

Class Characteristics:

The class of Clerical Assistant III is distinguished from the Clerical Assistant I and II by the performance of duties involving a greater degree of independent judgment, specialized knowledge and initiative with a minimum of direction and supervision. Clerical Assistant IIIs are expected to deal with the public and solve most work-related problems independently and refer to supervisory personnel only those matters which involve policy decisions, technical questions and unusual public relations problems. Incumbents are assigned primary responsibility for maintaining records, carrying out procedures and effecting public contacts which require a thorough knowledge of departmental or office policies and procedures.

Contacts and Relationships:

Substantial contact is made with the public regarding inquiries related to the department assigned. Other contact is established and maintained with other City departments and a variety of City staff.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

English usage, spelling, grammar and punctuation.

General office practices and procedures.

Computer programs and word processing applications as they relate to area assigned.

Business math.

Basic business letter and report writing.

Filing and indexing methods.

Receptionist and telephone techniques.

Ability to:

Perform a wide variety of difficult and responsible clerical work with limited supervision.

Understand and carry out oral and written directions independently.

Adhere to multiple deadlines and handle multiple projects.

Independently set up and maintain records and complex files.

Assemble data and prepare reports.

Perform a variety of general office support duties.

Learn and apply rules, regulations and policies applicable to the area assigned.

Make accurate mathematical calculations.

Operate a personal computer and use applicable software programs.

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.

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

Education:

Graduation from high school.

AND

Experience:

Two years of performing responsible clerical duties to include some public contact.

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 III 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 45 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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