

ADMINISTRATIVE SERVICES CLERK I/II

Job Description

DEFINITION

To perform a wide variety of clerical and customer service functions in support of the City's administrative and operational departments; to perform clerical accounting functions in the billing and collection of utility payments; to issue and process various permits, licenses and fees; and to function as a positive and cooperative team member.

DISTINGUISHING CHARACTERISTICS

Administrative Services Clerk I

This job class is an entry level in the Administrative Services Clerk series. This classification is distinguished from the Administrative Services Clerk II by the performance of more routine tasks and duties assigned to incumbents within this job class. Incumbents in the Administrative Services Clerk I classification perform highly defined procedural tasks. Employees in this job class will also perform higher level tasks in a training capacity. Assigned duties fall within established parameters and there is less variation in the type of duties assigned or the amount of discretion assumed in the performance of assigned duties. This job class requires clerical and word processing skills, organizational skills, the ability to produce quality work within established timelines and a positive customer service orientation.

Administrative Services Clerk II

This job class is the journey level in the Administrative Services Clerk series. This classification is distinguished from the Administrative Services Clerk I by the wider variety of assigned tasks. Employees in this job class may also perform higher level tasks in a training capacity. Incumbents in this classification perform the full range of assigned duties in an independent manner. Incumbents in this classification receive only occasional instruction or assistance as new or unusual situations arise and are fully competent and knowledgeable of the operating procedures and policies within the City. This job class may assume responsibility for performing multiple tasks in the initiating, tracking, follow through and completion of assigned operational processes. Employees in this job class may also be cross trained in other clerical and accounting functions in order to provide competent back-up and additional administrative and operational support as necessary. This job class requires clerical and word processing skills, organizational skills, mathematical skills, the ability to produce quality work within established timelines and a positive customer service orientation.

SUPERVISION RECEIVED

Administrative Services Clerk I

Employees in this classification receive direct supervision from the appropriate management position within a well-defined framework of established policies and standard operating procedures.

Administrative Services Clerk II

Employees in this classification receive general supervision from the appropriate management position within a framework of established policies and standard operating procedures.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Provides various clerical support for City departments; provides necessary typing, billing, calculating, record keeping, photocopying and distribution for the City.

Acts as receptionist; answers the phone and initiates outgoing calls, greets visitors, responds to routine questions and requests for information, takes messages and refers more complex questions to the appropriate City resource.

Provides customer service at the counter in the collection of utility payments as well as permit and licensing fees; issues various licenses and permits; and provides general and specific information to public regarding City services, programs and operations.

Acts as cashier; receives cash, makes change, prepares receipts; counts out daily cash drawer and reconciles.

Attends Council, committee, and/or management meetings; prepares and distributes agendas and related documentation, takes notes, transcribes minutes and tracks and monitors designated follow-up activities.

Processes utility payments; logs and enters payments into computerized database; notifies utility customers of policies and timelines regarding late payments; tracks non-payments and completes required reports and documentation.

Prepares billing for City's utility services; distributes in a timely manner and adjusts billing per direction and/or standard operating procedures as necessary.

Follows-up on delinquent accounts to collect money owed from utility customers to ensure due process requirements and notification timelines are met; documents all action taken.

Gathers, prepares, and inputs data into computerized spreadsheets and/or databases; verifying data prior to inputting and proofreading output reports

Maintains and updates customer database and records for all utility services; receives orders for new services and requests for shut-offs; notifies Public Works or Electrical Services of work orders pertaining to customer requests.

Performs related duties as required.

EMPLOYMENT STANDARDS

Administrative Services Clerk I

Knowledge of:

Standard and accepted office practices, procedures and techniques.

Standard and accepted English usage in spelling, grammar and punctuation.

Standard and accepted receptionist techniques and telephone etiquette.

Standard and accepted cash accounting and balancing practices.

Designated computer software and its applications.

Ability to:

Learn and understand the administrative/operational procedures and practices of City's operations and services.

Learn and understand the City's organization, policies and administrative/operational processes.

Understand and carry out a variety of both oral and written instructions.

Type/word process accurately and at a speed sufficient for successful job performance.

Utilize designated word processing, spreadsheet and database software programs accurately and effectively.

Perform mathematical calculations including addition, subtraction, multiplication and division accurately.

Operate a variety of office machines and equipment including computer terminal, peripheral equipment, fax machine, copier and calculator.

Communicate effectively and positively in both oral and written forms.

Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

Administrative Services Clerk II

In addition to the above knowledge and abilities, this classification also requires:

Knowledge of:

Standard and accepted principles, practices and terminology used in basic accounting and bookkeeping.

Administrative/operational procedures and practices of City's operations and services.

City's organization, policies and administrative/operational processes.

Ability to:

Understand and carry out a variety of oral and written instructions in an independent manner.

Organize and prioritize a variety of tasks in an effective and timely manner.

TRAINING AND EXPERIENCE

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

Administrative Services Clerk I

Training

The successful completion of the twelfth grade to include the ability to read and write at a level required for successful job performance.

Experience

At least one (1) year of work experience performing clerical, receptionist or public contact duties.

Administrative Services Clerk II

Experience

At least one (1) year of work experience performing duties similar to the Administrative Services Clerk I with the City of Gridley.

TYPICAL PHYSICAL REQUIREMENTS

Sitting for extended periods of time daily; standing and walking short distances. Minimal twisting, bending, stooping and lifting in the performance of assigned duties. Normal manual dexterity and eye-hand coordination required; repeated hand-wrist movement required. Corrected vision to normal range; normal hearing and talking is required; verbal communications required; ability to use a variety of office equipment and machines as referenced. Good memory and recall is necessary for the accurate and timely transfer of information.

TYPICAL WORKING CONDITIONS

Assigned work is normally performed in an office environment. Continuous contact with other staff, citizens, other agencies and businesses as well as the general public.