

CITY OF CARSON

Title: CENTRAL SERVICES CLERK

Job Summary:

Under general supervision, serves as City Hall receptionist and central switchboard operator; picks up, sorts, delivers and processes mail; performs general clerical work.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Acts as general receptionist for all City Hall departments; promotes customer service for City activities.
2. Provides information to general public to assist them with City departments and the Community Center.
3. Directs visitors to appropriate departments and locations.
4. Operates central telephone switchboard and forwards calls to appropriate City staff.
5. Picks up, sorts and delivers internal and external City mail throughout the City and local Post Office.
6. Operates postage meter and returns it to Post Office for re-supply of postage funds.
7. Delivers and stocks paper supplies to copiers and printers.
8. Operates photocopier and assists in reproduction services as needed.
9. Maintains cup and water supplies for department water dispensers.
10. Drives motor vehicle to pick up special materials and supplies from local vendors; drives to other destinations as needed.
11. Performs general clerical duties of light typing, filing and recordkeeping.
12. Performs related duties as required.

Qualification Guidelines:

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and Experience:

Completion of High School to assure the ability to read, write, and perform arithmetic calculations at the level required for successful job performance. Two (2) years of full-time paid experience performing general clerical work and acting as a receptionist.

Knowledge of:

- Office practices, procedures, and machines.
- Record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience and courtesy.

Skill and Ability to:

- Learn to operate a main switchboard.
- Proofread own work.
- Perform clerical work with speed and accuracy.
- Use correct English.
- Learn assigned office tasks; perform arithmetic computations with accuracy.
- Operate standard office machines, such as typewriters, calculators, copiers; including computer and related software.
- Maintain clerical records and prepare simple reports.
- Understand and carry out oral and written directions.
- Learn functions and programs of the department.
- Learn to apply regulations of the department to specific situations where precedents have been established.
- Establish and maintain effective working relationships and deal tactfully with the public.
- Perform clerical duties of average difficulty such as filing, duplicating, typing and maintaining simple records.
- Add, subtract, multiply and divide quickly and accurately.
- Understand and follow oral and written directions.
- Communicate effectively with others both orally and in writing.

License and Certificate:

Possession of a valid California Class C drivers license and must be insurable by the City's insurance carrier

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Require to ability to stand, stoop, reach and bend.
- Perform work which involves the lifting, pushing and/or pulling of objects which may approximate 15-20 pounds.
- Perform work which is usually sedentary; will deliver or pick up items.
- May drive to different locations as assigned.
- Is subject to inside environmental conditions.