

## **EMPLOYMENT SERVICES CLERK**

### **Job Summary:**

Under the direction of the Human Resources Manager, responsible for attending to the human resources front desk; performing a variety of specialized clerical and reception duties related to human resources functions and activities; providing basic information regarding employment and City's human resources procedures and practices.

### **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. Provide basic information and assistance in person or by telephone to job applicants, City personnel and the public regarding various human resources services.
2. Mail and hand out employment applications and job announcements to inquiring applicants.
3. Receive and file job applications; recordkeeping of applications received and maintenance of recruitment files.
4. Process new part-time employees in accordance with established procedures.
5. Process and issue City I. D. cards to all city employees, consultants and commissioners.
6. Answer phones; take and relay messages; route calls to appropriate person or department; answer routine questions regarding employment, office policies and procedures and other human resources-related matters.
7. Operate a variety of office machines and equipment including typewriter, copier, personal computer and I. D. hardware and software system.
8. Perform a variety of general clerical duties, such as typing, distributing mail and ordering office supplies.
9. Perform 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:**

Graduation from high school or equivalent. One (1) year of increasingly responsible personnel or human resources clerical experience. Experience and/or education in a related field may be substituted on a year for year basis.

**Knowledge of:**

- Modern office practices, procedures and equipment including personal computer and related software.
- Basic personnel or human resources policy and procedure.
- City organization, operations, policies and objectives.
- Interpersonal skills using tact, patience and courtesy.
- Telephone techniques and etiquette.

**Skill and Ability to:**

- Understand and explain City policies and procedures pertaining to human resources.
- Understand and follow oral and written directions.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain a variety of records and files.
- Work confidentially with discretion.
- Communicate effectively both orally and in writing.
- Perform clerical duties such as filing, duplications and typing.
- Type at 40 words net per minute from clear copy.
- Operate a variety of office equipment, such as typewriters and hardware and software system and related software.
- Effectively perform multiple tasks and assignments.

**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.
- Perform work which is primarily sedentary, but may need to stand for prolonged periods of time on occasions.
- May occasionally perform work which involves the lifting, pushing and/or pulling of objects weighing up to 20 pounds.
- Is subject to inside environmental conditions.