

## **SENIOR CLERK**

### **Job Summary:**

Under general supervision, performs advanced and complex clerical work. Provides clerical support to management, supervisory, and/or professional staff.

### **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. Prepares and processes forms, reports, legal documents, and other materials in accordance with legal and/or procedural requirements.
2. Checks reports, records, and other data for accuracy, completeness, and compliance with established regulations/standards.
3. Types and processes a variety of correspondence, memoranda, reports and other materials.
4. Inputs information on computer terminal and maintains databases.
5. Provides information to the public and staff regarding office operations, policies, and procedures; responds to and resolves complaints or refers to proper authority.
6. Independently prepares some correspondence.
7. Transcribes from dictating equipment.
8. Maintains records and operates filing systems.
9. Screens visitors, telephone calls and mail.
10. May prepare agenda items, assist with timekeeping duties, and process receiving reports for payment.
11. Researches and compiles confidential and other data for staff, officials and public.
12. Maintains the Division's calendar of events; handles logistics for scheduled meeting/events.
13. Maintains inventory levels and requisitions supplies and equipment.
14. 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/or Experience:**

High school diploma or GED and three (3) years of current increasingly responsible, full-time paid experience performing clerical work. Experience and/or education can be substituted on a year per year basis.

### **Knowledge of:**

- Modern office procedures, methods, and equipment
- Record-keeping and filing techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Letter and report writing techniques and procedures.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience and courtesy.
- Proofreading techniques.
- Customer service principles.
- Basic mathematical concepts/functions
- Division's functions and programs.

**Skill and Ability to:**

- Type 50 net words per minute from clear copy.
- Proofread own work and the work of others.
- Perform clerical work with speed and accuracy.
- Operate standard office machines including, but not limited to, computer and related software, typewriters, calculators, and copiers.
- Transcribe from dictating equipment.
- Establish and maintain effective working relationship with others.
- Add, subtract, multiple and divide quickly and accurately.
- Understand and follow oral and written instructions.
- Effectively communicate orally and in writing.
- Exercise judgment and discretion.
- Collect and compile data.
- Learn city government organization, functions and policies.
- Learn, interpret and apply applicable city, state, and federal laws.
- Organize and complete work according to priority.

**License and Certificate:**

Possession of valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record. Typing certificate of 50 net words per minute obtained within the last 12 months is required at the time of application.

**Physical Requirements and Working Conditions:**

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

- Require talking, hearing, and 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 and repetitive.
- Is subject to inside environmental conditions.
- May be required to work at a computer terminal for long periods of time.