

POSITION DESCRIPTION

Class Title: General Clerk (Job Class Code: 0015)

Effective Date: July 1, 2014

Pay Grade: 5

Department: Animal Control, Finance,
City Prosecutor,
Recreation, Vehicle Maintenance

FLSA Status: NE

GENERAL PURPOSE: The General Clerk will perform routine clerical tasks, including typing, answering the telephone, and filing. These tasks are performed without close supervision. Unusual situations or assignments require detailed instructions and supervisory follow-up.

SUPERVISION RECEIVED: Position works under the general supervision of the Departmental Supervisor, Assistant Director or Department Director.

SUPERVISION EXERCISED: None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greets the public and appropriately handles inquiries; answers telephone promptly and courteously, transferring incoming calls to appropriate individual or department, or taking messages as appropriate; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.
2. Provides clerical support to office staff, including preparing documents, correspondence, data entry and filing; maintains files of correspondence, computer forms, reports, and other materials.
3. Receives, stamps and distributes incoming mail, processes outgoing mail;
4. Performs simple accounting work, such as receiving and receipting cash payments; compiles records and prepares simple reports.
5. Performs other work related duties as assigned :

ANIMAL CONTROL

1. Responsible for the adoption of animals; accurately completes documentation for in-coming and out-going animals.
2. Operates radios as needed and assists in radio communications; operates base radio as required; prepares and monitors work orders.
3. Assists in the kennels as needed.
4. Completes daily and annual reports
5. Assists citizens with reclaiming animals.

FINANCE

1. Obtains mail for organization from post office box; organizes incoming mail according to department and/or destination; keeps record of registered mail.
2. Distributes mail daily to mailroom and gathers outbound mail; Makes special delivery or notifies intended receiver when an express letter or package arrives (FedEx, Next Day Mail etc.).
3. Prepares outbound mail; double checks address and examines outgoing mail for appearance; secures contents by sealing envelopes by hand or machine; determines amount of postage needed by weighing outbound mail and placing stamps or using postage meter to apply correct postage.

4. Enter departmental revenues into the MUNIS System to ensure proper record-keeping.
5. Prepares incoming water bill payments for processing.

VEHICLE MAINTENANCE

1. Assists with ordering towing services, scheduling repairs, obtaining quotes, ordering and/or deleting fuel cards.
2. Inputs data into standard office and department equipment and forms; compiles data for various reports.
3. Assists with the pickup and delivery of vehicles and performs other errands as may be required.

RECREATION

1. Operates radios as needed and assists in radio communications; operates base radio as required; prepares and monitors work orders.
2. Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports.
3. Serves as backup cashier including receipting of payments and various other payments, and posting monies to appropriate accounts.
4. Gathers, assembles, tabulates, summarizes, and proofs departmental payroll information.
5. Monitors recreation facilities (gymnasiums).
6. Handles community service workers.

DESIRED MINIMUM QUALIFICATIONS**Education and Experience:**

1. Graduation from a high school or GED equivalent; and
2. Two (2) years of clerical experience; or
3. Any equivalent combination of related education and experience that demonstrates the ability to successfully perform the job.

Necessary Knowledge, Skills and Abilities:

1. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.
2. Skill in effective telephone communication; skill in the operation of the following equipment: telephone switchboard; personal computer including word processing, spreadsheet, graphics, and database software; copy machine; fax machine; calculator.
3. Ability to accurately type and word process 30 wpm; ability to enter data into computer; ability to handle sensitive information with a high level of confidentiality; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to appropriately handle stressful situations with professionalism and a calm demeanor; ability to work with frequent interruptions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is an indoor, climate-controlled office. The noise level in the work environment is light to moderate.

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: 
Civil Service Director

Approval: 
Department Director

Approval: 
Department Director

Approval: 
Department Director

Approval: 
Department Director

Approval: 
Department Director