

CITY OF PULLMAN, WASHINGTON

CLASS SPECIFICATION

ADMINISTRATIVE CLERK

1201

GENERAL PURPOSE:

Performs a variety of general clerical tasks in support of the administrative or operational work flow of a Department including answering phones, transferring callers, providing public information, and performing typing and posting duties.

CLASSIFICATION SUMMARY:

The primary function of an employee in this class is to screen and transfer calls and respond to questions from the public. The employee is required to learn a little about each City department and function in order to appropriately transfer calls to the correct person or department. The Administrative Clerk reports to the applicable department supervisor who plans, schedules and assigns work. Work is evaluated based on quality, quantity, accuracy and neatness of tasks performed and services provided.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Answers and transfer calls; responds to inquiries; directs caller to appropriate place or person. Reports phone problems to repair service when needed; trains telephone users.

May perform cashier duties . Responds to questions or complaints from customers regarding their bills. Accepts payments, issues receipts and balances the cash drawer and makes daily deposits.

Assists the public over the counter by answering questions or referring them to the appropriate staff person for answers; distributes printed materials as requested or required.

Provides clerical, typing, and receptionist assistance; may type letters and memos from handwritten drafts; performs data entry duties on a computer; posts purchase orders and other account information; maintains citywide inventory lists; allocates phone charges to departments.

Reviews accounting and other records for accuracy as needed; balances records, statements, printouts, etc.

Maintains and continually updates all files and documents related to phone bills, news articles, computer generated reports, employee names and extensions, etc.

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Operates a microcomputer with word processing, spreadsheet, database, or graphics software.

Attends work on a regular and dependable basis.

Interact in a professional and respectful manner with city staff and the public.

OTHER JOB FUNCTIONS:

May replace other City workers as needed on a temporary basis; performs other tasks as assigned.

SELECTION FACTORS:

(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- The operation of general office equipment including calculator, computer keyboard, computer word processing or other programs, telephone, telephone console, or copy machine as required.

Ability to:

- Answer and respond to phone calls in a courteous and efficient manner;
- Perform typing work at an acceptable level of proficiency;
- Establish and maintain effective working relationships with department personnel, city officials, and the general public;
- Speak in a clear, concise, well-modulated voice;
- Understand and apply available guidelines to varied operational requirements, and to follow clearly stated oral and written instructions;
- Communicate, meet, and deal with the public and employees in a pleasant, courteous manner;
- Accurately record and transfer data from one source to another and to perform mathematical calculations;
- Provide quality services in a cost effective manner and to recommend improved methods of performing the work;
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:

(Persons applying for a position of this class should have any combination of the following experience and training.)

Six months of typing, filing, receptionist, or public contact work experience; or substituting successful completion of course work or training in office principles and practices or microcomputer operation for up to three months of the experience; or any equivalent combination of experience and training.

TOOLS AND EQUIPMENT USED:

Telephone system including voicemail, 10-key calculator, typewriter, copy machine, and personal computer, including word processing, database, and spreadsheet programs.

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.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal or while standing at a counter for extended periods of time. Sitting is required for long periods of time. Physical exertion may be required to lift office supplies.

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.

FLSA Class: Non-Exempt

Adopted: 9/82

Revised: 9/91, 5/94, 6/99, 12/01, 12/04, 4/09