

****THIS CLASSIFICATION INCLUDES PAY INCREASE OPPORTUNITIES - OUTLINED BELOW****

PURPOSE OF THE CLASSIFICATION: Under direct supervision performs clerical/secretarial duties applying general knowledge and skills related to work performed in accordance with established policies and procedures and other related assigned duties.

ESSENTIAL TASKS:

- Types letters and memos
- Performs basic bookkeeping duties
- Enters data in databases and spreadsheets
- Proofreads and/or verifies accounts, names, addresses, etc.
- Accesses information via computer
- Answers telephone, routes calls and takes messages
- Receives and directs walk-in traffic
- Handles, orders and distributes requests for supplies and maintains inventory
- Distributes mail
- Maintains a filing system
- Handles reproduction needs
- Operates various office equipment
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following options or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

1. (a) Graduation from high school or possession of a General Education Development Certificate (GED); **and**,
(b) One (1) year of experience relevant to the essential tasks listed in this job description (*internal applicants*); **or**,
(c) Three years' experience relevant to the essential tasks listed in this job description (*external applicants*); **and**,
(d) Experience working with Excel, Word, and with use of basic grammar and spelling

PAY INCREASE OPPORTUNITY

This position is part of a progression family and is eligible for increases within the progression. More information can be found [here](#).

Employees requesting proficiency or progression increase must not be on a City Performance Improvement Plan at the time of the request.

Knowledge, Abilities and Skills:

Knowledge of:

- Good knowledge of and skill in applying rules of grammar, spelling and punctuation
- Good knowledge of general office procedures
- Good knowledge of and skill in keyboard use and typing

- Knowledge of word processing, database or spreadsheet software packages
- Knowledge in the proper and safe use of multiple hand and power tools

Ability to:

- Ability to compose and edit memos
- Ability to perform arithmetic computations
- Ability to follow verbal and written instructions
- Ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization and the public in giving and receiving information
- Ability to provide high level customer service to internal and external customers

Skill in:

- Skill in handling difficult situations calmly and professionally
- Skill in communicating to a diverse customer base
- Skill in operating office equipment
- Skill in organizing, compiling, and recording data

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use office equipment; subject to sitting, standing, bending, reaching, and walking; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily in an office setting; requires the use of a telephone and other office equipment; and may be required to work overtime.

EEO Code: N-06

Group: Clerical and Administrative

Series: Clerical and Secretarial