

GENERAL SERVICES CLERK I/II

JOB SUMMARY

Under direct supervision, performs a wide variety of receptionist and clerical duties in support of assigned department; and performs related duties as required.

EXAMPLES OF DUTIES

(Duties include but are not limited to the following):

- Greets and directs the public and visitors to the department; takes and responds to calls, screens inquiries, takes messages, and provides information in a timely, courteous and professional manner.
- Provides information and assistance to department staff, visitors and others having business with the department.
- Sorts, opens, and distributes incoming mail and packages, and prepares outgoing mail.
- Organizes and directs faxes.
- Assists customers with paperwork and other business documents.
- Assists with ambulance billing; interacts with customers and insurance companies.
- Updates and tracks a variety of electronic and paper files; records, reports, logs and related documents.
- Handles sensitive information and situations in a manner to enhance the District's image in the community.
- Issues, receives, types and processes various applications, permits and other forms.
- Assists in duplicating and assembling documents and reports.
- Assists with routine correspondence and notification by using short letters, form letters, or making telephone calls, under the direction of a supervisor or within established guidelines.
- Performs filing and recordkeeping.
- Maintains calendar and schedules of appointments.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Customer service practices and techniques.
- Correct English usage, spelling, grammar, and punctuation.
- Basic office procedures and equipment; methods, computer use and software.
- Organization, procedures and operating details of District department to which assigned.
- Basic mathematics.
- Simple record keeping methods.

Ability to:

- Respond to public inquiries, complaints and requests in a tactful, effective manner.
- Prepare and organize a variety of information.
- Communicate clearly and effectively, both orally and in writing.
- Operate a personal computer; use word processing, spreadsheet and learn other software.
- Operate a keyboard accurately at a speed necessary to meet requirements of the position (minimum net corrected speed of 35 words per minute).
- Understand and follow oral and written instructions.
- Follow established codes, policies and guidelines.
- Establish and maintain effective relationships with those contacted in the course of work.

Experience and Education:

Any combination of training, experience and education that could likely provide the required knowledge and abilities stated above, and the ability to perform the duties of the position would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: One year of customer service and clerical experience is required.

Education: Formal or informal education or training at a level which ensures the ability to read, write, and perform mathematical computations and write reports at a level necessary for successful job performance.

Licenses and Certificates:

Clerk I and II: 1) Possession of a valid California driver's license, Class C, with ability to maintain insurability under the District's insurance carrier. 2) Prior to employment, must provide a typing certificate indicating ability to type a minimum net corrected speed of 35 w.p.m.

Typical Physical Demands and Working Conditions:

Hear normal conversation in person and/or on the telephone, with or without electronic aids; see to read fine print; sit or stand for prolonged periods of time; use hands and fingers repetitively to manipulate small objects and print or write legibly; frequently lift up to 10 pounds; occasionally lift up to 25 pounds; reach with hands and arms; speak in a normal voice to be able to be heard and understood on the telephone and awareness of electrical hazards.

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