



City of Woodland

ADMINISTRATIVE CLERK III

DEFINITION

To perform a variety of complex and responsible clerical and administrative support for a City department.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level of the Administrative Clerk series and is distinguished from the II level by the more complex, responsible and sensitive duties performed in the clerical support function of the department. The duties of this class require greater expertise and the exercise of independent judgment in the interpretation and application of rules, procedures, policies, and precedents, and may involve technical and functional supervision of lower level clerical positions.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by higher level. Responsibilities may include the indirect supervision of part-time and/or lower level clerical positions.

EXAMPLES OF DUTIES

The following are typical illustrations of duties encompassed by the job class, not an all inclusive or limiting list:

ESSENTIAL JOB FUNCTIONS:

Ensure that work is handled on a priority basis and completed in a timely manner; and participate and assist in the administration of an independent office including routine purchasing and budgeting duties.

Perform general clerical duties including filing, checking and recording information on records, and processing a variety of requests for information; independently research, summarize and compose correspondence relative to routine departmental business; prepare summaries, memoranda, and reports as assigned.

Provides excellent customer services; answer telephone and in-person inquiries from staff and public; responds to inquiries of a complex and technical nature requiring personal discretion and some familiarity with the subject matter.

Regular and consistent attendance.

Schedule appointments; make logistical arrangements for committees and other meetings; notify all participants; coordinate the production and distribution of agenda packets.

May prepare routine administrative reports by researching, assembling and summarizing information and data.

Act as a receptionist; screen calls and visitors, and refer inquiries as appropriate; respond to complaints and requests for information based upon departmental policies and procedures.

Operate a variety of office equipment such as computers, copy machines, telephones, radio communications, and public address system.

Provide indirect supervision to lower level clerical positions as assigned; evaluate and make recommendations on improving office procedures.

Perform related duties as assigned.

Work cooperatively with others.

QUALIFICATIONS

Knowledge of:

Proper spelling, grammar, punctuation, and business correspondence format.

Modern office methods, procedures and equipment, including computer hardware and software where applicable.

Departmental operations and procedures.

Filing and recordkeeping systems.

Basic arithmetic.

Skill to:

Type with speed and accuracy at a rate sufficient to perform duties satisfactorily.

Demonstrate proficiency with word processing, spreadsheets and databases and department specific software.

Understand the organization and operations of the City and of outside agencies as necessary to assume assigned responsibilities; interpret and apply departmental policies, procedures, and rules.

Communicate clearly and concisely, both orally and in writing.

Work independently with little supervision and exercise initiative and sound judgment; analyze situations appropriately and adopt effective courses of action.

Learn to operate radio communications equipment as assigned.

Compile and maintain complex and sensitive records, files, statistical and financial reports.

Effectively organize and review the work of other clerical staff.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

Ability to:

Meet the physical requirements necessary to safely and effectively perform assigned duties.

Education and Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade.

Experience:

Two years of increasingly responsible clerical experience, preferably including one year experience comparable to that of Administrative Clerk II with the City of Woodland.

Council Action: November 7, 2000

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