

CITY OF HUNTINGTON PARK

CLASS SPECIFICATION

ADMINISTRATIVE CLERK

Civil Service Status: Open Competitive
Probationary Period: At-Will
Classification Series: Support Staff/Secretarial/Office
FLSA Status: Non-Exempt

Bargaining Unit: Non-Represented Employees
Approved by Civil Service Commission: 08/29/2019
Approved by City Council: 09/03/2019
Resolution No.: 2019-24

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under direct supervision, this position performs a wide variety of clerical duties for a department, including word processing, record keeping, data gathering; assists the public by answering inquiries and complaints; acts as a receptionist and performs related duties as required.

EXAMPLE OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Serves as receptionist, answers phones, takes messages or refers calls, greets, screens and refers visitors; answers general questions, referring more complex or technical questions to others; completes forms or documents from information provided by visitors;
- Types correspondence, forms, lists, cards, address labels on word processor. Edits, proofreads and corrects materials for completeness and accuracy;
- Performs typing tasks or routine data entry tasks as assigned;
- Maintains logs, inventories or records by transferring data manually or by computer;
- Operates a variety of standard office equipment and machines which may include some, but not limited to the following: personal computer and related software, scanner, calculator, photocopy machine; shredder, fax machine, telephone, etc.;
- Files and maintains a variety of records, forms, and correspondence in alphabetical, numerical, and chronological order;
- Provides back-up to other office employees in department; and
- Performs other related duties as assigned or as situation requires.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Good customer service practices;
- Filing, researching and documenting organization in computer applications;
- Office policies, procedures and practices;
- Business letter writing and business forms; and
- Correct grammar usage, punctuation, spelling and vocabulary.

Skills:

- Mathematical calculations such as addition, subtraction, multiplication and division;

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(Continued)

- Possess skills in word processing, correspondence, spreadsheets and reports using a personal computer and word processing software applications; and
- Type/word process 40 words per minute accurately.

Ability to:

- Perform secretarial work;
- Organize and prioritize and follow-up work assignments;
- Demonstrate work initiative and good judgment;
- Type letters, memorandums and reports as directed by department or division head;
- Exercise independent judgment using discretion in making decisions based on standard policy or procedure;
- Complete large volume of work assignments with a high degree of accuracy;
- Prepare important confidential reports and correspondence;
- Establish professional working relationships and resolve interpersonal conflicts;
- Communicate effectively verbally and in writing;
- Serve the public with tact and courtesy;
- Function in a team oriented environment;
- Assume responsibility for providing effective customer service;
- Format information such as lists, tables, documents, correspondence, etc.;
- Observe safety principles and work in a safe manner;
- Handle confidential information with discretion;
- Administer departmental/division records and organize and maintain complex filing and record keeping systems; and
- Develop necessary skills from on-the-job training and meet the standards of performance or higher for the classification by the end of the probationary period.

Education and Experience Guidelines – *Any combination of equivalent education, training 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/Training:

- Graduation from high school or attainment of GED (General Education Degree) or CHSPE (California High School Proficiency Examination) supplemented by course work in computer applications, business practices and procedures, or office procedures. Attainment of an Associate of Arts Degree from an accredited college or university is desirable.

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Experience:

- Two (2) years of clerical office experience including word processing, typing and providing customer service to the public.

License or Certificate:

- A valid California Class C Driver's License and a satisfactory driving record.

Physical Requirements:

- Must meet approved physical and pre-placement medical standards for the position.

Bilingual Pay:

- Employees who qualify and are City-certified to speak and understand Spanish may be eligible to receive bilingual pay.