

CLERK TYPIST 1-2

CLASS DESCRIPTION

General Responsibilities:

This is routine and responsible clerical support work in processing office records, data and materials based on the needs of the agency. Work may include direct contact with the public.

This progression series is intended to provide automatic movement from the Clerk Typist 1 to a Clerk Typist 2 after 30 months, during which time the incumbent is expected to take on the full range of duties and responsibilities under general supervision.

Examples of Duties and Responsibilities:

Clerk Typist 1

Perform a wide variety of clerical support functions including data entry, filing and processing records, materials and information. Prepare records, reports, and correspondence using a word processor, spreadsheet, database, and other related programs. Prioritize and process multiple concurrent transactions (e.g., in-person clients, client calls, staff inquiries, staff providing information, etc.) according to operating unit criteria, such as: the issue's immediacy; the length of attention required; and the scheduled appointment times.

Process and distribute mail and other materials.

Perform receptionist duties and provide information relative to departmental services and programs. Make appropriate referrals.

Assist the public, employees or any other internal or external customers by responding to inquiries in person and by phone. Handle irate, irrational, and/or disoriented individuals with tact and discretion. Exercise personal judgment and initiative in resolving conflicts. Assist public in completing forms and applications.

Participate in proceduralized clerical (and related physical) tasks associated with agency services and programs, such as issuing permits and licenses, accepting applications, scheduling appointments, and checking materials in or out.

Maintain manual and computerized records. Use computers and typewriters to compose/create a variety of documents.

Collect fees, issue receipts and perform monetary transactions.

Perform related work as assigned.

Clerk Typist 2

Perform all the duties of a Clerk Typist 1 with a greater degree of knowledge and independence.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Clerk Typist 1

Knowledge of general clerical methods and procedures. Knowledge of relevant office equipment and their implementation. Knowledge of computers and their application in an office environment. Ability to alphabetize, index and perform routine mathematical calculations. Ability to use office equipment effectively, including telephones, copiers, fax machines, computers, etc. Ability to use computer applications such as a word processor, spreadsheet, and database program. Ability to communicate effectively both orally and in writing. Ability to follow written and oral instructions. Ability to perform detail-oriented tasks. Ability to maintain effective working relationships. Ability to understand and explain departmental or programmatic regulations. Ability to maintain a high level of difficult public contact, and to effectively communicate programmatic information. Ability to serve as the first level of client contact and problem resolution and to effectively refer inquiries. Ability to maintain adequate attendance.

Clerk Typist 2

All the KSAs of a Clerk Typist 1 except substituting:

Working knowledge of general clerical methods and procedures. Working knowledge of relevant office equipment and their implementation. Working knowledge of computers and their application in an office environment.

Training and Experience:

Generally, positions in this classification will require:

Clerk Typist 1

Graduation from high school or equivalent, supplemented by courses in keyboarding, word processing, or other related courses. Other combinations of training or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Clerk Typist 2

Graduation from high school or equivalent, supplemented by courses in keyboarding, word processing, or other related courses and 30 months experience at the Clerk Typist 1 level. Other combinations of training or experience which can be demonstrated to result in the

possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Special Requirements:

Typing requirements will be established at the time of recruitment not to exceed a net speed of 40 words per minute with 10 or less errors.

Physical Requirements:

Employees will be expected to spend a majority of time sitting while operating a desktop computer and telephone. Employees may also have significant public contact and will be expected to provide excellent customer service.

Note: Some positions will require the physical ability to walk, stand, operate a two-wheel dolly, cart, ladder, vehicle, and to perform repetitive lifting of items weighing up to 50 pounds. Such requirements will be established at the time of recruitment and included in a job announcement.

| Department/Division | Comp. Group* | Range* |
|---------------------|--------------|--------|
| Various City-Wide | 17/20 | 03 |
| | 17/20 | 06 |

*Clerk Typist 1 is also in 32/01 and Clerk Typist 2 is also in 32/02 (Library)

Approved: _____
Brad Wirtz
Human Resources Director

Date

