

## INFORMATION CLERK

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible public contact and clerical work involved in providing programmatic information to the general public and in processing requests for services. This class is characterized by primary responsibility for responding to difficult in-person and telephone inquiries necessitating judgment and discretion in both dispensing programmatic information directly and in making appropriate referrals. Work at this level necessitates programmatic knowledge, involves a potentially substantial consequence-of-error if done inappropriately, and requires varied and difficult public contact. Work is typically performed under general supervision.

#### Examples of Duties and Responsibilities:

Receive in-person or phone requests for program information. Provide direct program information relative to services offered, qualifications, applications, procedures, policies, procedures, or unit operating practices. Determine which inquiries would be most appropriately handled by other staff and make referrals accordingly. Refer inquiries to related external governmental and/or community agencies based on knowledge of their roles, jurisdictions and qualifications.

Assist customers in completing program applications by explaining the intent of questions, asking pertinent follow-up questions to expedite the application process, and/or highlighting key data. Provide a positive supportive role in assisting customers in accessing City services for which they qualify.

Receive and serve as the first level of resolution on client complaints and/or problems. Handle irate, irrational, and/or disoriented individuals with tact and discretion. Exercise personal judgment and initiative in resolving conflicts.

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 to expedite referrals or make appointments.

Maintain client or program records. Maintain staff or client schedules. File materials. Use computers and typewriters to compose/create a variety of documents. Prepare records, reports, and correspondence using a word processor, spreadsheet, database, and other related programs. Participate in a variety of ongoing or special clerical or administrative assignments.

Collect fees, issue receipts and perform monetary transactions.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Working knowledge of general clerical methods and procedures. Working knowledge of relevant office terminology and equipment. Working knowledge of computers and their application in an office environment. Working knowledge of departmental policies, procedures and functions. Working knowledge of related City services and/or community resources. 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 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.

### Training and Experience:

Generally, positions in this classification will require:

Two and one-half years of responsible clerical experience, at least six months of which must have involved direct public contact/customer service work. Such experience would normally be gained after graduation from high school or its equivalent, including or supplemented by courses in keyboarding, typing, or word processing. Possession of a 4-year college degree may be substituted for all experience requirements. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of these positions will also be considered.

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

### Necessary Special Qualifications:

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 will also have significant public contact and will be expected to provide excellent customer service.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Various	20	07

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director  
Date