

SENIOR CLERK

\$22.3885 - \$28.5741 Hourly
\$44,239.68 - \$56,462.44 Annually

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

Initiates, coordinates, and executes administrative support to the City Clerk's Office with primary duties as the City Hall Senior Clerk I/Receptionist. Other essential duties include support to the Finance Department, specifically processing business licenses, and administrative clerk support to The Hercules Municipal Utility Division, accepting utility payments.

DISTINGUISHING CHARACTERISTICS

Senior Clerk I -- This is the entry-level class of the Senior Office Clerk series. The class is distinguished from the Office Clerical position by the performance of more specified tasks and duties assigned to positions within the series and by the level of supervision required in the performance of assigned duties. This class is typically used as a professional level clerical class performing multi-task functions that are publicly scrutinized. Employees in this class require maturity and distinct knowledge of systems that impact the efficiency of the department they support. Customer service duties interface with fiduciary and public records departments; duty flexibility is relevant to each department's effectiveness.

Senior Clerk II -- This is the full journey level class within the Senior Office Clerk series. Employees within this class are distinguished from the Senior Office Clerk I by the performance of the full range of duties as assigned, having a wide degree of autonomy. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise. Employees in this class must be fully competent of the applicable operating procedures and policies of the work units for which they support. Positions in this class are flexibly staffed and are normally assigned special assignments. Employees in this class possess supervisory or lead worker experience and have worked at a minimum, four years as a principal, senior or managing office clerk, secretary or special project clerical and understand account billing support.

Senior Clerk I and II:

Receives immediate supervision from mid-level management staff and may receive supervision from higher-level executive management or staff when special circumstances are warranted.

PRIMARY ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job, but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

Essential Duties

- Meets and greets visitors for the purpose of assessing the visitor's need for information and/or assistance.

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- Point person for City services directory; therefore, regular and consistent attendance is necessary for the continuity of community relations, completion of assigned projects, and general service to the public and to its employees.
- Establishes and maintains effective working relationships with those contacted in the course of work.
- Exercises considerable judgment and discretion in handling requests for appointments and telephone calls.
- Assist the City Clerk with council agendas or other assigned and related documents.
- Maintains records and processes forms, such as accounts receivables, utility payments and other ledger records specific to the unit assigned. Examples are: purchase requisitions and accounts receivables when assigned, supply orders, and others items specific to the organizational unit.
- Ordering supplies for copy/fax machines. Calls for repairs/service and keeps logs to indicate servicing on equipment.
- Establishes and maintains office files; researches and compiles information from such files.
- Answers and screens telephone calls in a professional and timely manner; takes accurate messages with a high degree of professionalism and courtesy; arranges conference calls.
- Distributes daily internal/external mail and overnight packages; sends and distributes faxes.
- Composes, types, and distributes professional correspondence and memoranda, e-mails and faxes, using individual initiative and as assigned.
- Proactively establishes and maintains highly organized filing system; files correspondence and other records with direction from the City Clerk or her designee.
- Prepare and proofread a variety of correspondences, letters, forms, documents, resolutions, agreements, contracts and letters from rough drafts and verbal instruction.

Other Essential Duties

- Maintain accurate and up-to-date files and records.
- Assist the City Clerk with council agendas or other assigned and related documents.
- Receive fees and issue receipts for purchases of various City documents and business licenses.
- Knowledge of City Business License procedure(s), fee schedules, and provide basic business license information to the public.
- Prepare a variety of reports for assigned department, including monthly billing, overdue statements and statistical information.
- Assist HMU with month-end billing.
- Operate a variety of office equipment including a copier, typewriter, calculator and computer; perform data entry duties.
- Coordinate calendars and schedules conference and meeting rooms.
- Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing.
- Orders and maintains supplies; coordinates equipment maintenance.
- Manages office petty cash fund and reimbursement procedures as assigned.
- Assists in development and implementation of department systems and procedures as needed.
- Demonstrates a high level of professionalism in dealing with confidential and sensitive issues.

- Assists with special projects as assigned.
- Communicate issues that may impact efficiency and recommend solutions

Personal Skills and Ability Traits

Work and solve problems with minimal supervision. Understand and carry out oral and written instructions. Deal tactfully and courteously with the public in person and on the telephone. Effectively and sensitively relates to the public and City staff. Possesses flexibility and a solid ability to work with people with diverse backgrounds. Operate multiple phone lines.

Maintains confidentiality of records and communications.

OTHER RESPONSIBILITIES:

- Locate and clip various newspaper articles for inclusion in City scrapbook.
- Perform related duties and responsibilities as required.
- Check job hotline.
- Keep job board stocked with flyers and applications.

EDUCATION AND QUALIFICATIONS:

- Six years of progressively more responsible office administrative or secretarial experience in dealing with the public, directing the work of others and or working in a public agency or public counter setting with at least one year of experience providing secretarial and office administrative assistance to management-level staff, or an equivalent combination of education and experience.
- Training: Equivalent graduation from high school with supplemental business or professional course or college level relevant course work. Possession of an Associate degree from business or community college in an appropriate curriculum is desirable and may be substituted for two years of experience listed above.
- Excellent verbal and written communication skills.
- Proficient in Outlook, Excel and Microsoft Word.
- Keystrokes a minimum of 50 wpm.
- Knowledge of applicable ordinances and policies to achieve job duty success.
- Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow.

KNOWLEDGE:

Basic modern office procedures. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition, as well as good vocabulary. Standard business document formats. Filing, indexing and cross-referencing methods. Operation of standard office equipment, including personal computers using Windows-based programs.

PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Sit for prolonged periods (1-2 hours); other times, up and down, to attend assigned tasks.
- Office requires early morning set-up in order to be prepared for the first public customers.

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- Subjected to customers that may be upset about business license fees or code enforcements issues, whereas good listening skills and redirection are needed.
- Capable of accurately completing detailed reports.
- Capable of coordinating multiple tasks simultaneously.
- Have manual dexterity to work telephone and office equipment.
- Lift 5-10 lbs frequently, 10-20 lbs occasionally.
- Bending, kneeling, twisting, reaching, pulling, grabbing regularly during the course of the day.

WORK ENVIRONMENT:

Office environment; exposure to computer screens; contact with the general public. Visible exposure to the public and staff, due to low and limited office privacy at a public counter.

Note: Accommodations may be made for some of the essential functions / requirements listed for qualified individuals who require and request such accommodation, due to a qualified disability.

Employee Signature

Date

Supervisor's signature

Date

Printed name of employee: _____

Printed name of supervisor: _____