

## ADMINISTRATIVE CLERK I/II

### Class Definition

Under supervision, performs a variety of general clerical duties such as word processing, filing and receptionist functions as required in an assigned department.

### Distinguishing Characteristics

Administrative Clerk I - This is the entry level class in the Administrative Clerk series. Incumbents perform duties similar to an Administrative Clerk II, but are not expected to perform with the same independence and judgment on matters related to established procedures and methods. This class is typically used as a training class in that incumbents may have only limited related work experience. Incumbents are expected to progress to the Administrative Clerk II level with appropriate training, experience, and satisfactory job performance.

Administrative Clerk II - This is the journey level class in the Administrative Clerk series. Positions at this level are flexibly staffed and are normally filled by advancement from the Administrative Clerk I level, or when filled from the outside, require prior related work experience. Appointment to the Administrative Clerk II level requires that the employee be performing the full range of duties and meet the minimum qualifications for the class. This class is distinguished from Administrative Clerk I in that incumbents of the II level are expected to perform assigned duties with only occasional instruction or assistance, and work is normally reviewed only upon completion. Satisfactory performance requires acceptable word processing competence, as well as knowledge of general office procedures, methods and techniques, and applicable department policies and procedures.

This class is distinguished from Senior Administrative Clerk in that incumbents of the latter class perform a variety of specialized, complex and/or difficult clerical duties which require applying independent judgement. Incumbents may provide functional and technical lead direction for other clerical staff.

### Typical Duties

*(May include but are not limited to the following.)*

Types and processes a variety of correspondence, reports, forms, and specialized documents from rough draft, dictaphone recordings, or verbal instruction using word processing equipment and/or typewriter.

Operates human resource management and electronic fingerprint scanning systems; generates required reports; and, inputs data and updates to systems as required.

Proofreads and checks typed and other materials for accuracy, completeness, compliance with department policies, and correct English usage including grammar, punctuation, and spelling.

Enters, edits, and retrieves data using an on-line or personal computer system; prepares reports from the computer system following established formats.

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Assists department personnel by performing record checks, inquiries, research, and pulling applicable records and reports.

Acts as a receptionist; receives and screens visitors and telephone calls and takes messages; provides information on department activities, functions, policies, and procedures as required.

Performs routine clerical work including photocopying, filing, billing, checking and recording information on records.

Sorts, files, copies and distributes a variety of documents and records, including crime reports, citations, and petitions.

Compiles information and data for statistical and financial reports from multiple sources.

Maintains a variety of statistical records; checks and tabulates statistical data; prepares simple statistical reports.

Operates standard office equipment such as word processor, calculator, typewriter, microfilmer, and personal computer.

Receives, sorts, and distributes incoming and outgoing correspondence; maintains mailing lists.

Schedules meetings, room/field reservations, court hearings and trials as necessary.

Issues, receives, types, and processes applications, permits, and other forms.

Accepts payment of fees; disburses petty cash; maintains and processes cash records.

Orders office supplies; maintains inventory; submits expense claims.

Performs other related duties as assigned.

### ***Knowledge, Skills, Abilities***

*(The following are a representative sample of the KSA's necessary to perform the duties of the class.)*

*(By the end of the probationary period, incumbents must demonstrate adequate knowledge, abilities, and skills to perform assigned tasks at the journey level.)*

### **Administrative Clerk I**

Knowledge of English usage, spelling, grammar, and punctuation.

Knowledge of modern office practices, procedures, and equipment including filing systems.

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Ability to perform routine clerical work including maintaining appropriate records and preparing general reports.

Ability to verify and check files and data.

Ability to follow oral and written instructions.

Ability to perform simple mathematical calculations.

Ability to establish and maintain effective working relationships with those contacted in the performance of assigned duties.

Ability to type accurately at a speed necessary for timely completion of assigned duties.

Ability to learn to operate standard office equipment, including personal computers.

Ability to work various shifts as assigned.

### Administrative Clerk II

(In addition to the requirements for Administrative Clerk I)

Knowledge of the organization, terminology, procedures, and operating details of the City department to which assigned.

Ability to use a variety of personal business software applications in order to complete assigned duties in a timely manner.

Ability to perform record searches quickly and accurately.

Ability to prepare clear, concise, and comprehensive written materials.

Ability to speak clearly and concisely.

Ability to use good judgement in the application of City policies, regulations, and procedures relative to assigned division.

### *Minimum Qualifications*

#### Administrative Clerk I

One year of full-time general clerical experience.

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Administrative Clerk II

Six months of increasingly responsible experience as an Administrative Clerk I in the City of Fresno; OR two years of increasingly responsible full-time general clerical experience.

*Special Requirement*

Possession of a valid California Driver's License may be required at time of appointment.

Verification of the ability to word process or type at a net rate of 40 words per minute may be required.

Bilingual abilities may be required to meet community needs, or operational and recruitment needs.

APPROVED: \_\_\_\_\_  
Director

DATE: \_\_\_\_\_