

ADMINISTRATIVE CLERK I  
ADMINISTRATIVE CLERK II

DEFINITION

To perform a wide variety of general clerical duties related to the function and department assigned.

DISTINGUISHING CHARACTERISTICS

Administrative Clerk I - This is the entry-level class in the Administrative Clerk series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Administrative Clerk I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Administrative Clerk II - This is the full journey level class in the Administrative Clerk series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Administrative Clerk in that the latter performs advanced journey level work requiring a high level of independence and specialized knowledge.

SUPERVISION RECEIVED AND EXERCISED

Administrative Clerk I

Receives immediate supervision from higher level clerical positions or assigned supervisory position; and may receive functional or technical supervision from management, professional, or technical staff.

Administrative Clerk II

Receives general supervision from higher level clerical positions or assigned supervisory position; and may receive functional or technical supervision from management, professional, or technical staff.

May exercise functional or technical supervision over less experienced clerical positions.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Perform general clerical duties related to assigned functional area and department.

Type, proofread and process a variety of documents including general correspondence, memos, and statistical charts from rough draft, Dictaphone recordings or verbal instruction.

Act as a receptionist; answer the telephone and wait on the general public, giving information on department and assigned program policies and procedures.

Issue, receive, type and process various applications, permits and other forms.

Administrative Clerk II (Continued)

Process permits and licenses; collect and process fees and charges.

Schedule inspections and appointments as assigned.

Perform a wide variety of routine clerical work including filing, billing, checking and recording information on records.

Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

Compile information and data for statistical and financial reports; maintain ledger of expenses and revenue.

Maintain a variety of statistical records; check and tabulate statistical data; prepare simple statistical reports.

Operate standard office equipment including computer equipment.

Receive, sort and distribute incoming and outgoing correspondence.

Build and maintain positive working relationships with co-workers, other city employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Administrative Clerk I

Knowledge of:

English usage, spelling, grammar, and punctuation.

Modern office procedures, methods and computer equipment.

Ability to:

On a continuous basis, sit at a desk and/or stand at a counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Learn the organization, procedures and operating details of the city department to which assigned.

Perform routine clerical work including maintenance of appropriate records and preparation of general reports.

Administrative Clerk II (Continued)

Verify and check files and data.

Perform simple mathematical calculations.

Operate a variety of office equipment such as a calculator, computer and keyboard.

Type at a speed of at least 40 words per minute.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities would be qualifying.

Experience: Some clerical experience is desirable.

Training: Equivalent to completion of the twelfth grade.

License or Certificate

May need to possess a California driver's license as required by the position.

Administrative Clerk II

In addition to the qualifications for the Administrative Clerk I:

Knowledge of:

Organization, procedures and operating details of the city department to which assigned.

Ability to:

Perform a variety of responsible clerical duties in support of department operations.

Work independently with little supervision.

EXPERIENCE AND TRAINING

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities would be qualifying.

Experience: Eighteen months of responsible experience performing duties similar to an Administrative Clerk I at the City of Marysville.

Training: Equivalent to completion of the twelfth grade.