INTRODUCTION
The classifications within this three-level series have a focus on providing support to a department in the preparation, processing, organization and maintenance of information, records and materials. This includes communicating information to others and appropriately receiving, screening, reviewing and verifying documents or materials.

This classification performs intermediate level clerical support services to assist technical, professional and/or administrative functions of a department. At this level, duties are varied and performed within established guidelines requiring some judgment to determine appropriate procedure. This is a journey level position.

EXAMPLES OF PRINCIPAL DUTIES
(Duties assigned to this classification include, but are not limited to, the following examples. Any one position may not perform all listed tasks.)

1. Assist public in person and by telephone; direct calls and individuals to appropriate source; perform varied counter work and answer questions related to departmental programs; assist public in locating and obtaining various materials, information and in completing forms, permits, licenses and applications; schedule department and/or clinic appointments.

2. Perform complex filing and record keeping duties where several systems are utilized; conduct file and record searches; index and cross-index records; microfilm records; log documents for public record.

3. Type documents, forms, letters, reports and statistical records from rough draft, machine dictation, written or verbal dictation into suitable format; take dictation either manually or by dictating machine.
4. Operate a variety of office equipment which includes automated equipment utilizing specialized databases and systems, microfilm and other copying equipment; enter and retrieve a variety of data; review resulting reports and printouts for accuracy.

5. Maintain a variety of fiscal and department records; collect and record cash payments; write receipt and code and/or post to departmental records, balance, prepare and deposit receipts; maintain client files, records and other pertinent materials alphanumerically; prepare reports.

6. Receive, review, correct and record documents and reports.

7. Receive, record and distribute incoming department mail; process outgoing mail. Deliver to post office or shipping agency.

**KNOWLEDGE, SKILL AND ABILITY REQUIRED BY THIS POSITION**

**Knowledge of:** Reasonable knowledge of standard office practices and procedures, English composition, spelling, punctuation, arithmetic, basic bookkeeping, and office record keeping and reporting; basic knowledge of Federal, State statutes, County and City ordinances that affect program functions.

**Skill in:** Operation of modern office equipment and machinery; typing rapidly and accurately; processing information and use of computerized equipment; effectively take and transcribe dictation.

**Ability to:** Communicate effectively in both oral and written forms; interpret policy and procedures to the public; adjust to priority changes and remain calm and use good judgment during confrontational or high pressure situations; maintain confidentiality; establish and maintain records, reports and statistical data; work independently and efficiently manage time; courteously meet and deal effectively with other employees, clients and the public in order to provide service and give or exchange information.

**EDUCATION, EXPERIENCE AND TRAINING**

Two years’ clerical experience OR a satisfactory combination of experience and training that would demonstrate possession of the requirements of this position.

**Desirable qualifications:** Specific knowledge or experience related to assigned department or program area.

**SUPERVISORY CONTROLS OF THIS POSITION**

This classification works under the general direction of a clerical, professional or administrative employee. Recurring routine assignments are independently performed by employee on basis of past experience. The employee receives general instructions regarding the scope and approach to projects or assignments, but procedures and problem resolution are left to the employee's discretion and interpretation. Employee estimates and manages time efficiently. Work is reviewed periodically to ensure determinations and decisions made are in compliance to department policy and procedures.

**GUIDELINES**

Work is performed within established departmental policies and procedures; federal, state and county rules, regulations and ordinances; secretarial handbooks; software and equipment manuals; specialized dictionaries and reference materials. Some judgment is used in interpretation of guidelines; however, supervisor is available for interpretation in unusual situations.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

Work is performed in an office environment and is generally sedentary; however, some positions may require bending, hearing voice conversation, keyboarding, kneeling, frequently lifting up to 34 pounds, pushing, reaching, sitting, standing and walking. Some positions may require occasional driving.