Title: Advanced Clerk Typist – Planning & Development

FLSA Status: Non-Exempt

### Job Purpose:

The employee is responsible for greeting the public and ensuring that their inquiries, issues and concerns are handled through to completion. Employee provides administrative support to senior executive and professional staff. Employee handles varied office duties including, creating memos/reports, following-up and following-through on phone calls, in-person visits, complaints, correspondence, inquiries, independently and from instruction.  Maintains and tracks files, organizes office, handles mail, and prepares various documents for staff.  Must be organized and have ability to work in demanding, fast-paced challenging environment.  Sense of creativity, initiative, and passion to consistently exceed requirements and expectations highly desired. Work hours are 8:00 AM to 5:00 PM, Monday – Friday.

### Essential Functions

*This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below may not identify all duties performed by any single incumbent in the position.*

* Maintain and tracks files.
* Handle customer service issues including screening calls and visitors, answering and following up on inquiries, requests and concerns from customers.
* Responsible for following-up and following-through on all assignments.
* Compiles reports independently and tracks the receipt of various reports from professional staff.
* Significant data entry required and developing written materials from copies, rough drafts, or other sources.
* Immediately alerts supervisor and/or staff member of discrepancies and problems with assignments.
* Follows established office procedures to issue department licenses, permits, and receipts.
* Prepares spreadsheets, database inquiries, maintains records as requested by staff.
* Checks documentation for grammar, spelling and adherence to departmental and/or City requirements, prior to submitting to the staff member with little or no incidence of errors or inaccuracy in work.
* Prepares and compiles forms, reports, personnel records, bills, invoices, or other material which includes gathering data from appropriate sources, classifying and arranging data in proper format and completing all administrative requirements accurately.
* Develops system for electronically updating and retrieving departmental files, policies, reports, publications, etc.
* Schedule meetings.
* Performs other related work as required

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| Responsible for following all prescribed safety rules and regulations; and utilizing and wearing appropriate safety gear. |
| Follows and upholds City and departmental rules, regulations, policies and procedures. |
| Reports to work free from the effects of drugs/controlled substances and/or alcohol, and free from impairment due to prescription drugs. |
| Maintains regular attendance. |
| The City reserves the right to require an employee in this position to work overtime including during emergency situations (defined as any natural or man-made disaster that may or may not necessitate the relocation of City personnel or citizens). In the event of an emergency and/or a required evacuation, the incumbent may be required to remain at work to provide needed services or perform essential duties for the benefit of the general public including services or duties different from those performed in the normal course and scope of the position. |

### Qualifications:

* Graduation from high school, supplemented by college, secretarial/computer course work.
* Must type at least 50 words per minute.
* Must have demonstrated proficiency with MICROSOFT Office and ability to learn others.

### knowledge, skills and abilities:

* Customer service orientation.  Must be especially courteous and customer-service oriented.
* Knowledge, skill and ability to use Microsoft Office suite, Internet and email;
* Advanced knowledge of modern office practices procedures and equipment;
* Knowledge of English, writing, spelling, editing, and grammar and proper sentence structure;
* Ability to function well under pressure and under extremely short deadlines.
* Ability to work as a team member and to foster a team-work environment.
* Ability to quickly exhibit understanding of City and Departmental programs, policies and operations.
* Ability to make decisions, and exercise initiative and judgment in carrying out assignments based on established policies and procedures.
* Ability to prepare and maintain departmental records of considerable complexity and to prepare reports/forms independently and from instruction.
* Ability to balance and prioritize simultaneous calls and work assignments.
* Ability to be extremely accurate and precise in written and verbal communications.
* Ability to cope with frequent interruptions and adapt to current needs in fast-paced environment.
* Ability to quickly and accurately follow complex oral and written instructions.

### Overall Physical Strength Demands:

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| -Physical strength for this position is indicated below with “X”- |
| Sedentary |  | Light | **X** | Medium |  | Heavy |  | Very Heavy |  |
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts regularly OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. regularly. | Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. regularly. | Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. regularly. |

### Work Environment:

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| --- | --- | --- | --- | --- |
| CRegularlyOver 70% | FFrequently41% to 70% | OOccasionally16% to 40% | RRarelyUp to 15% | NNever0% |

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| --- | --- |
| -Physical Demand- | -Frequency- |
| Sitting | C |
| Talking | F |
| Hearing | C |
| Feeling attributes of objects (e.g., determining size, shape, temperature, or texture by touching with fingertips) | O |
| Grasping | F |
| Pushing | R |
| Standing | R |
| Walking | R |
| Driving | R |
| Reaching with hands/arms | O |
| Stooping, kneeling, crouching, crawling | O |
| Climbing or balancing | R |
| Repetitive wrist, and or finger movement | C |
| Moving up and down from/to sitting position on the floor | R |
| Physical support and care of children (e.g. diapering, feeding, positioning, etc.) | N |

### EnviroNmental Conditions:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CRegularlyOver 70% | FFrequently41% to 70% | OOccasionally16% to 40% | RRarelyUp to 15% | NNever0% |

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| --- | --- |
| -Environmental Condition- | -Frequency- |
| Work in confined spaces (crawl spaces, shafts, pipelines) | N |
| Wet, humid conditions (non-weather) | N |
| Varying, inclement outdoor weather conditions | N |
| Vibration | N |
| Work in hazardous traffic conditions (does not include regular traffic commute) | N |
| Extreme cold (non-weather; 1 hour) | N |
| Extreme heat (non-weather; >100 deg. F for > 1 hour) | N |
| Subject to oils (mechanical or food) | N |
| Required to wear a respirator | N |
| Fumes or airborne particles | N |
| Work near moving mechanical parts | N |
| Work in high, dangerous places | N |
| Risk of electrical shock | N |
| Potentially hazardous bodily fluids | N |
| Potentially hazardous or cancer-causing agents or chemicals | N |

### Visual ActivitiEs:

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| -Activity- | -Usually Required- |
| Clarity of vision at 20 feet or more. | No |
| Clarity of vision at 20 inches or less. | Yes |
| Three-dimensional vision- ability to judge distance and space relationships. | No |
| Precise hand-eye coordination. | No |
| Ability to identify and distinguish colors. | Yes |

### Noise Exposure:

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| -Level- | -Indicator- |
| Very quiet |  |
| Quiet |  |
| Moderate noises (i.e., an office with conversations, photocopiers, and/or computer printers.) | X |
| Loud noise |  |
| Very loud noise |  |

Description of loud or very loud noise:

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MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, copier, fax, computer, and associated hardware and software.