



CLERICAL AIDE

DEPARTMENT: VARIOUS
Grade 11

CHARACTERISTICS OF THE CLASS:

Under general supervision of an administrative superior, performs a wide variety of generalized clerical work in maintaining confidential personnel and payroll files for a specific department. Knowledge of the department and excellent keyboard skills are crucial to this position. Duties include a variety of clerical tasks, including non-routine administrative matters and public contact work. Work is reviewed through observation and written reports for adherence to established policies and procedures.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Maintains filing Systems of correspondence, forms, cards, applications, reports, and records related to personnel or payroll; updates departmental policy manuals.
2. Responds to telephone or two-way radio inquiries; greets the general public; provides information and directs callers; acts as a receptionist; responds to or directs inquiries to appropriate personnel or department.
3. Operates photocopier, computer, printer, calculator, facsimile machine, binding machine, and/or typewriter.
4. Opens, sorts and distributes correspondence; inventories and requisitions supplies and equipment.
5. Acts as a liaison between supervisors and subordinates, and the general public.
6. Verifies employee payroll information; processes employee payroll records.
7. Assists in training employees; may assist and direct subordinate clerical staff.
8. Types and proofreads correspondence, reports, forms, work orders, applications, invoices, purchase orders, records, memoranda, and letters from notes, copy or rough draft.
9. Researches and requests additional information from vendors when necessary to confirm purchases.

NOTE:

The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS:

A. Training and Experience:

High School Diploma or GED; supplemented by two (2) years of responsible clerical experience including use of computers and standard software applications such as Microsoft Office, Windows 2000, and other software or an equivalent combination of training and experience.

B. Knowledge, Abilities and Skills:

Knowledge of business English and Math.

Knowledge of departmental and municipal rules, regulations, policies, and procedures and ability to interpret and apply established policies and procedures.

Ability to understand and follow complex oral and written instructions.

Ability to establish and maintain effective working relationships with fellow employees, supervisors, and the general public.

Ability to make accurate math calculations.

Ability to communicate information tactfully and impartially.

Ability to maintain confidential records and prepare reports.

C. Physical Requirements: 2

D. Environmental Requirements: 1

E. Sensory Requirements: 2, 3, 8, 9