



ADMINISTRATIVE CLERK

DEFINITION

Performs a variety of clerical support tasks including receptionist duties, billing, typing and filing; and performs other related duties as required.

SUPERVISION RECEIVED AND EXERCISED

The **Administrative Clerk** receives immediate supervision from the assigned lead person, supervisor or manager, and exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the entry and training level class. Incumbents work under immediate supervision and perform repetitive or closely-related duties according to established procedures.

EXAMPLES ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receptionist duties including receive and greet customers, both in person and over the phone; refer callers to appropriate individuals; provide the public and employees with general procedural information regarding District programs and or services; distribute and explain forms.
- Establish and maintain central filing system; sort and file information based on content or another classification method; purge files, conduct file search to locate misplaced documents and/or files; compile data and/or research information.
- Scan documents per established procedures; verify accuracy of scanned documents and ensure data is properly indexed.
- Type and proofread memos, letters, permits, reports and other documents as required.
- Schedule meetings and appointments.
- Open and distribute mail; process outgoing mail.
- Support for accounts payable and receivable including clerical recordkeeping duties. Use of photocopiers and sorter for mass mailings.
- Perform related duties and responsibilities as required and/or assigned.
- Establishes positive working relationships with representatives of outside organizations, state/local agencies and associations, vendors, District management and staff, and the public.
- Performs other duties as assigned.

QUALIFICATION GUIDELINES

Education and/or Experience

High school diploma or General Education Development (GED), supplemented by one (1) year of full-time work experience that demonstrates possession of and competency in the requisite knowledge and abilities. Certification in a clerical and/or accounting school program may substitute for one year of full-time experience.

Knowledge and Abilities

Knowledge of:

- Assigned division functions, programs, policies and procedures.
- Administrative support functions, including typing, preparing reports, maintaining files and database entry.
- Considerable knowledge of automated and manual filing systems
- Basic principles of mathematics.
- Methods and techniques for record keeping and report preparation and writing.
- Occupational hazards and standard safety practices.
- Practices and methods of office procedures and processes, including the use of standard office equipment such as a computer and applicable software.

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- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Perform responsible administrative support work involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the assigned division, other District divisions, and external agencies.
- Learn the policies, procedures, and guidelines of the area to which assigned in a timely manner.
- Interpret and apply division rules and policies.
- Independently prepare correspondence.
- Meet deadlines.
- Respond to requests and inquiries from the general public.
- Operate and use modern office equipment, including a computer.
- Perform mathematical calculations quickly and accurately.
- Read, interpret, and record data accurately.
- Organize, prioritize, and follow-up on work assignments.
- Sort alphabetically and numerically, sort by content.
- Work independently and as part of a team.
- Make sound decisions within established guidelines.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Compile and review information.
- Prepare records and reports.
- Use initiative and exercise independent judgment.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL ABILITIES

Work is performed in an office setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Must be able to perform essential functions of the job. This position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. Position requires grasping, repetitive hand-eye coordination and fine-manipulation skills for preparing reports and data using a PC keyboard, computer mouse, and various office equipment. This position also requires good listening skills and the occasional need to lift, drag and push files, computer reports or other materials weighing up to 25 pounds. Travel by vehicle is required.

At times the public can disagree with the requirements of regulatory agencies and may be difficult to work with. This position must be able to handle these types of situations with diplomacy and tact.

WORKING CONDITIONS - ENVIRONMENTAL ELEMENTS

Incumbents perform work in an office setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. There is limited exposure to weather conditions when traveling to outside locations such as the bank, car wash and/or post office.

SPECIAL REQUIREMENTS

- This position must possess a valid California Class C Driver's License.
- Safety training as required by the District.

FSLA Status: Non-exempt - Covered under Collective Bargaining Unit

Revised/Retitled: June 2014

Revised: February 2016