

CLERK TYPIST I

General Statement of Duties: Performs minor administrative and secretarial tasks; does related work as required.

Distinguishing Features of the Class: This is important secretarial and administrative work within the Secretary class. There is some independence in making routine decisions and the requirements of knowledge of the City or a major department's operations, contact with top level officials of the City or other units of government and the handling of a variety of matters with a view toward conserving the time of a superior. Judgment and tact are required in handling the many problems that occur. Improper action could have public relations implications. The work is usually reviewed upon completion, but frequently it is impractical to review the data compiled, letters composed or the records prepared. Immediate supervision may be exercised over one to two subordinate clerks.

Examples of Work: (Illustrative Only)

- Takes and transcribes dictation of minutes, letters, memoranda's, articles and addresses matters relating to general City operations or specialized fields of work such as engineering, planning, legal, financial or police;
- Prepares replies to correspondence from dictated notes or on own initiative;
- Takes applications for and issues permits and licenses;
- Maintains simple clerical-accounting records;
- Makes routine public and departmental phone contacts necessary to obtain data related to community development projects;
- Screens visitors, telephone calls, and personally answers those inquires which routinely do not require the supervisor's attention;
- Searches files for materials to serve as background for reports or permits requested;
- Handles routine complaints from citizens;
- Knowledge of BS & A System and Microsoft Office.

Required Knowledge, Skills and Abilities:

- Good to thorough knowledge of office terminology, procedures, equipment and of business arithmetic and English;
- Knowledge of the operations of City government;
- Ability to operate personal computer and set up spread sheet programs and possess good knowledge and skills in word processing;
- Ability to follow oral and written directions;
- Ability to meet officials and others with tact and diplomacy and to maintain effective relations with the public and fellow employees;
- Demonstrated ability to maintain clerical records and prepare reports from such records;
- Ability to work under pressure and assist with decisions in accordance with laws, ordinances, regulations and established procedures;
- Ability to make mathematical computations rapidly and accurately;
- Good judgment, tact and courtesy.

Acceptable Experience and Training: Progressively responsible experience in clerical and secretarial work and completion of a standard high school course and preferable business school training with completion of some college work desirable, working knowledge of computers, familiar with BS & A Software and Microsoft Office for Windows, -or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.