CITY OF EL CERRITO

ADMINISTRATIVE CLERK – SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a wide variety of responsible and complex clerical work in support of the assigned department or division; to provide detailed information and assistance to the public regarding departmental and specific programs, policies and procedures, which may require the interpretation, explanation and application of specific policies and procedures.

DISTINGUISHING CHARACTERISTICS

This class is the advanced journey level in the office support series. Incumbents may fill a single clerical position in a department or division or may be the primary clerical support for a program operation, performing a broad range of duties from general clerical to administrative support duties including administering the day-to-day components of the program. This class is distinguished from the class of Administrative Clerk by the requirement of a detailed knowledge of a specific program. The advanced journey level is distinguished from the higher classification of Management Assistant in that the Administrative Clerk – Specialist requires a significant amount of the time performing general clerical support duties with less time required to perform the more complex administrative duties.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from management, professional or technical staff. May exercise technical and functional supervision over full-time or part-time clerical staff or volunteers.

ESSENTIAL FUNCTION STATEMENTS

Essential responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

Assist the public over the telephone or in person; provide detailed information on complex departmental policies and procedures, which may require interpretation, explanation and application involved in the application, registration or permit process to which assigned.

Apply departmental policies and procedures in determining eligibility of public for types of classes or permits; issue permits and forms; collect and process appropriate fees.

Perform day-to-day program administration and clerical support over a specific operation activity such as recreation fee classes and special events and programs.

Word process, proofread and process a variety of documents including general correspondence, memos, and statistical charts from rough draft, voice recordings, or verbal instruction.

Research, compile and summarize a variety of information; prepare original correspondence, memos and narrative or statistical reports; maintain and update departmental databases.

Essential Functions (continued)

Perform a wide variety of general clerical work including the maintenance of accurate and detailed records, verifying accuracy of information, researching discrepancies and recording information.

Order and maintain office supplies.

Marginal functions:

Set up tables and chairs for meetings and various program activities, as needed.

May participate on City-wide committees.

May take meeting notes.

Perform related duties as assigned.

IMPORTANT AND ESSENTIAL QUALIFICATIONS

Knowledge of:

General City government organization, functions, and operation.

Interpretation of detailed department policies and procedures or detailed City-wide policies and procedures.

Computer applications, including word processing and data base usage, applicable to the work.

Business letter writing.

English usage, spelling, grammar, and punctuation.

Modern office practices, procedures, methods and equipment.

Ability to:

Process information on a number of operational program or City-wide issues that require a wide range of operational or organizational knowledge.

Take initiative, exercise discretion and sound judgment in the absence of supervisor or with minimal supervision.

Compile complex operational reports, gather detailed information from various sources, and prepare written reports, as required.

Coordinate a day-to-day operation activity ensuring proper procedures and policies are followed.

Interpret, apply and explain the policies and procedures of the function to which assigned.

Perform general clerical work including maintenance of appropriate records and compiling information for reports.

Communicate effectively, both orally and in writing.

Word process at a speed and with accuracy necessary for adequate performance of assigned duties.

Operate office machines and word processing equipment.

Understand and carry out oral and written directions.

Ability to: (continued)

Collect fees and perform business mathematical calculations.

Establish and maintain effective working relationships with those contacted in the course of work.

Work is performed in an office environment; depending on assignment, noise level will vary.

Maintain physical and mental capacities appropriate to the performance of assigned duties and responsibilities.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Either two years of experience performing duties comparable to those of an Administrative Clerk with the City of El Cerrito, or three years of office support or secretarial experience. Most Specialists are promoted from within the organization due to a high level of organizational knowledge. Experience in dealing with the public is desirable.

Training:

Equivalent to the twelfth grade, including or supplemented by business, computer or related courses.

PHYSICAL DEMANDS

Sitting:	Frequently to Constantly	Lifting:	
Standing:	Occasionally	up to 10 lbs:	Occasionally
Walking:	Occasionally	11 to 25 lbs:	Occasionally
Bending:	Occasionally	26 to 50 lbs:	Never
Crouching:	Occasionally	51 to 75 lbs:	Never
Stooping:	Occasionally	76 to 100 lbs:	Never
Kneeling:	Never	100 + lbs:	Never
Crawling:	Never	Carrying:	
Climbing:	Never	up to 10 lbs:	Occasionally
Balancing:	Never	11 to 25 lbs:	Occasionally
Running:	Never	26 to 50 lbs:	Never
Twisting:	Occasionally	51 to 75 lbs:	Never
Turning:	Occasionally	76 to 100 lbs:	Never
Jumping:	Never	100 + lbs:	Never

PHYSICAL DEMANDS (continued)

Pushing/Pulling:	
up to 10 lbs:	Occasionally
11 to 25 lbs:	Occasionally
26 to 50 lbs:	Never
51 to 75 lbs:	Never
76 to 100 lbs:	Never
100 + lbs:	Never

Grasping – firm:	Occasionally
Finger dexterity:	Frequently
Reaching forward:	Occasionally to Frequently
Reaching overhead:	Occasionally
Pinch grasp:	Occasionally
Grasp – light:	Frequently

Coordination	-	Eye-hand:	Frequently
		Eye-hand-foot:	Frequently
		Driving:	Occasionally
Talking	-	Face-to-face:	Frequently
		Verbal contact:	Frequently
		Public:	Frequently
Vision	-	Acuity far:	Required (driving)
		Acuity, near:	Required
		Depth perception:	Required (driving)
		Field of vision:	Required (driving)
		Accommodation:	Required (driving)
		Color vision:	Required
Hearing	-	Conversation:	Frequently
		Telephone:	Frequently
		Earplugs:	Never

MENTAL REQUIREMENTS

Interpret instructions, Detailed uninvolved instructions, One or two-step instructions, Reading-simple, Writing-simple, Writing-complex, Math skills-simple, Clerical, Computing, Copying, Instructing, Speaking-signaling, Serving, Taking instructions-helping, Comprehend/follow instructions, Perform simple-repetitive tasks, Maintain work pace, Relate to other people, Influence other people, Perform varied-complex tasks.

WORK ENVIRONMENT

Exposure to: Indoors, Using computer/computer monitor screen, Works around others, Works alone, Works with others.