

## CITY OF WASCO POSITION DESCRIPTION

PERTINENT POSITION DESCRIPTION DATA		
Position Title: Clerk I	Department : Various Department	
Reports to: Department Supervisor	FLSA Classification : Non-Exempt	
Career Ladder: Clerk II	Pay Grade:	Approval Date

### POSITION SUMMARY:

The fundamental reason this classification exists is to perform clerical work of limited complexity which follows well established procedures. These tasks can be readily learned by training on the job and require limited judgment in their execution. Work involves varied tasks which are normally given closer supervision than those which are repetitive. Advice is given to employees on unusual work problems, and work is reviewed or checked upon completion. Some positions perform arithmetic or similar checks of the work of other employees for accuracy and assist in training of new employees.

### CLASS CHARACTERISTICS:

### ESSENTIAL RESPONSIBILITIES:

Types and proofreads reports, correspondence, forms, etc.; may type confidential materials; may use word processing equipment.

Answers the telephone, takes and relays messages and responds to phone inquiries.

Assists at counter answering questions and helping the public in researching information contained in a variety of public records.

Assists in the completion of forms and the retrieval and research of recorded documents.

Makes and confirms appointments as directed and receives and schedules visitors.

Organizes and maintains files of records and correspondence of both a routine and confidential nature.

Utilizes a computer to maintain a variety of records, enters and updates data .

Interprets routine administrative policies and decisions as necessary; provides information to the public with regard to these polices.

Prepares and maintains actions, decisions, notices, complaints and other documents as directed by the department supervisor or manager

Performs simple arithmetic computations (i.e., addition, subtraction, multiplication, division, percentages);

Operates standard office equipment such as a typewriter, copy machine, computer, or FAX machine;

Greets customers or clients

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Greets, provides information to, makes referrals, and answers customer complaints at a public service counter;

Collects work related information, reports, and other material and assembles this data into file folders for use by other employees;

Purges office files and prepares material for permanent storage;

Operates office equipment needed to perform clerical assignments;

Files office material and retrieves file folders for use by staff as requested;

Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

May perform other work as assigned

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#### **MINIMUM QUALIFICATIONS:**

**Knowledge of** – Business arithmetic; Modern office practices, procedure, and equipment

**Skilled in** –

**Ability to** -. Operate standard office equipment such as keyboard devices, calculators, and related office equipment; Understand and follow oral and written instructions in the English language. Communicate orally with customers, clients, or public using a telephone and in a face-to-face, one-to-one setting. Perform alphabetical and numerical filing. Enter data or information into a terminal, PC or other keyboard device. Make continuous or repetitive arm-hand movements to operate office equipment. Move light objects (less than 20 pounds) short distances (20 feet or less). Lift arms and reach above shoulder height to retrieve or place files or books on shelves four feet or higher. Bend or stoop repeatedly to retrieve files or books from low shelves. Work cooperatively with others employees and the public. Perform simple arithmetic computations accurately. Understand and follow oral and written instructions in the English language. Communicate orally with customers, clients, or public using a telephone and in a face-to-face, one-to-one setting. Make continuous or repetitive arm-hand movements to operate office equipment. Learn job-related materials primarily through verbal instructions. This learning takes

place mainly in an on-the-job training setting. Work cooperatively with other employees and the public.

**Licenses and Certificates** –.

**Physical Abilities and Work Environment** – The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit; talk; or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and stoop; kneel; or crouch The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and depth perception.

**Other** – Bilingual fluency in English and Spanish is desirable.

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**EDUCATION AND EXPERIENCE:**

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the City. A typical way to obtain the knowledge, skills, and abilities is:

**Experience** – one year of responsible office/clerical experience or equivalent combination of education and experience

**Education** - Graduation from high school or G.E.D. equivalent

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**ACKNOWLEDGEMENT**

A review of this position has excluded the marginal functions of the position that are incidental to the performance of essential job duties. The duties and responsibilities are essential job responsibilities and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the knowledge, skills and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels required for this position.

I acknowledge that I have received a copy this position description

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date