

ADMINISTRATIVE CLERK I
ADMINISTRATIVE CLERK II

DEFINITION

To perform a wide variety of general clerical duties related to the function and department assigned.

DISTINGUISHING CHARACTERISTICS

Administrative Clerk I - This is the entry level class in the Administrative Clerk series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Administrative Clerk I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Administrative Clerk II - This is the full journey level class in the Administrative Clerk series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Administrative Clerk I

Receives immediate supervision from management or supervisory positions, and may receive functional and technical supervision from secretarial personnel.

Administrative Clerk II

Receives general supervision from management or supervisory positions, and may receive functional and technical supervision from secretarial personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

1. Perform general clerical duties related to assigned functional area and department.
2. Type, proofread and process a variety of documents including general correspondence, memos, and statistical charts from rough draft, dictaphone recordings or verbal instruction.

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3. Act as a receptionist; answer the telephone and wait on the general public, giving information on department and assigned program policies and procedures.
4. Assist in the enrollment of participants in an assigned program.
5. Issue, receive, type and process various applications, permits and other forms.
6. Process bills for fees; record payments and send delinquent notices when necessary.
7. Process permits and licenses; collect and process fees and charges; register participants in city sponsored programs.
8. Schedule inspections and appointments as assigned.
9. Perform a wide variety of routine clerical work including filing, billing, checking and recording information on records.
10. Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.
11. Maintain a variety of statistical records; check and tabulate statistical data; prepare routine statistical reports.
12. Operate standard office equipment including word processing equipment as assigned; may perform duties on computer spreadsheet program.
13. Receive, sort and distribute incoming and outgoing mail.
14. Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Administrative Clerk I

Knowledge of:

- A. English usage, spelling, grammar, and punctuation.
- B. Office methods and equipment including filing systems.

Ability to:

- C. Learn the organization, procedures and operating details of the city department to which assigned.

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- D. Learn how to use word processing equipment.
- E. Perform routine clerical work including maintenance of appropriate records and preparation of general reports.
- F. Verify and check files and data.
- G. Understand and carry out both oral and written directions.
- H. Perform simple mathematical calculations.
- I. Establish and maintain effective working relationships with those contacted in the course of work.
- J. Operate a variety of office equipment such as a calculator and typewriter.
- K. Type accurately at a speed of 40 words per minute.

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:

No experience is required.

Training:

Equivalent to the completion of the twelfth grade.

Administrative Clerk II

In addition to the requirements for Administrative Clerk I:

Knowledge of:

- L. Organization, procedures and operating details of the city department to which assigned.

Ability to:

- M. Type accurately at a speed of 45 words per minute.
- N. Learn how to use a spread sheet program on the computer including creating shells for data collection.

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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:

Two years of experience comparable to that of an Administrative Clerk I for the city of Hayward.

Training:

Equivalent to the completion of the twelfth grade.

PROBATIONARY PERIOD: Six months

0101CS90 (Administrative Clerk I)

0102CS90 (Administrative Clerk II)

May 1990

AAP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt