

MAIL AND REVENUE CLERK

DEFINITION

Under immediate supervision, hand-delivers Hayward Water System notices pursuant to Public Utilities Commission guidelines; sorts and distributes incoming mail; performs a variety of routine clerical tasks in the Revenue Division of the Finance Department, which may include filing and data entry.

DISTINGUISHING CHARACTERISTICS

This is an entry level clerical classification. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. Incumbents perform notice delivery service functions and routine clerical tasks. The primary emphasis is on delivery of Hayward Water System notices, with a secondary emphasis on assistance with clerical tasks. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

SUPERVISION RECEIVED

Receives immediate supervision from Finance Department management or supervisory positions.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Plan the safest and most efficient route to deliver Hayward Water System notices to customers.

Prepare Hayward Water System notices for delivery, including folding, stuffing into envelopes, and verifying information when necessary.

Safely drive a City vehicle to deliver Hayward Water System notices to customers.

Receive, sort, and deliver mail and materials to the appropriate work location.

Perform general clerical duties, including filing and office organization.

Operate a standard office computer and complete a variety of data entry tasks.

ESSENTIAL DUTIES (continued)

Maintain and clean stock room as necessary.

Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Correct English usage, including grammar, punctuation, and spelling.

Office practices and procedures, including word processing, spreadsheet programs, familiarity and use of other fundamental Citywide software, data entry, filing, and operation of standard office equipment.

Basic mathematics.

Basic safety precautions and procedures, including California traffic rules and regulations.

Ability to:

Quickly and accurately plan a route for the most efficient delivery of Hayward Water System notices.

Quickly and accurately sort mail by program and desk.

Provide excellent customer service.

Observe safe driving practices, and obey all traffic and parking regulations.

Understand and carry out both oral and written directions.

Operate a variety of office equipment, including but not limited to, a calculator and computer.

Perform routine clerical work, including data entry and filing.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: None.

Education: Equivalent to the completion of the twelfth (12th) grade.

EDUCATION AND EXPERIENCE (continued):

Licenses & Certificates: Possess and maintain a valid Class C California Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; to grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; work in variable indoor and outdoor conditions; tolerate exposure to outdoor elements in all weather conditions (e.g. heat, cold, and rain) throughout the year, sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodations.

PROBATIONARY PERIOD: One (1) Year

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Created July 2015

AAP GROUP:

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt