



Administrative Clerk III

JOB CHARACTERISTICS

Purpose

Performs highly technical and complex program activities at an advanced journey clerical and/or secretarial level, which may include light lead responsibilities. Performs variety word processing and typing, reception, proofreading, records keeping and filing duties. Performs related and other work as required all within the context of the City's Mission of providing responsive, cost effective, and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

Equipment, Methods & Guidelines

Typically uses microcomputer system, word processing and other software, computer terminal, telephone, typewriter, calculator, copy and facsimile machines; and automobile; may use transcription equipment; may use telecommunication systems. Reference materials include policies and procedures, administrative directives, departmental instructions, and user manuals.

Working Conditions

Work is generally performed in an office setting. Work includes pressure generated by deadlines, volume of work, frequent interruptions, and peak workload periods. Some positions may involve public meetings, which extend hours of work beyond the normal workday.

Physical Demands

Work may include prolonged sitting, as well as moderate lifting, reaching, stooping, pulling, and pushing activities; manual dexterity; clear speech; and visual and hearing acuity.

Supervisory Guidance Received/Given

Supervision received tends to focus on objectives rather than techniques for accomplishing objectives. Some assignments, however, may involve receiving detailed instructions. Supervision given may involve providing lead direction of job activities to a small number of full-time clerical support staff.

Allocation Factors/Distinctions

Positions allocated to this class are distinguished from other clerical classes due to the performance of complex technical assignments or program responsibility, and the high level of independent clerical support provided. This may include light lead responsibility for lower clerical classes.

EXAMPLES OF DUTIES

1. Performs research, record keeping, processing, and maintenance functions in regards to highly technical clerical assignments.
2. Performs word processing and types drafts and finished documents of a variety of material from written or oral instructions, or transcription equipment, including correspondence, reports, charts and other material that may be technical and complex; may take shorthand at meetings.
3. Composes routine correspondence from brief notes or oral instructions, referring to familiar sources for detailed information.

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4. Maintains logs, files, specialized information system data files, and other record keeping systems used in connection with work unit or departmental activities; gathers or researches information for compilation of statistical data or reports; monitors materials and supplies and maintains designated levels.
5. Prepares reports where the information may be gathered from several sources or may be difficult to organize and compile.
6. Performs various other clerical office activities, such as opening, sorting, and distributing mail; receiving and directing calls and visitors, and arranging for appointments and meetings.
7. Proofreads typed or printed work and checks records and reports for grammatical construction, completeness, clerical, arithmetical, and typing accuracy, and for compliance with established standards and special instructions.
8. May provide lead direction and training to a small group of full-time clerical employees; schedule jobs for processing; determine work priorities and methods; assist with performance evaluations of clerical employees.
9. May be held accountable for an assigned program area such as preparing felony complaint packets and documentation, coordinating and producing citywide recruitment records, and coordinating fee registration procedures.
10. May provide administrative support in departmental budget preparation and budget monitoring activities.
11. For relief or training and orientation purposes, may be assigned clerical activities of other personnel.
12. Assists in training and orientation of new employees in the work unit.
13. Promotes the City's Mission to make Concord a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Values Statement adopted by the City.
14. Performs other work as assigned.

DESIRABLE QUALIFICATIONS

Knowledge and Abilities

Working knowledge of modern office procedures and practices; of modern computer word processing, office, electronic mail and calendar software applications; of correct punctuation, spelling, and grammatical usage, together with a good vocabulary; of filing, indexing, and cross-referencing methods; of basic bookkeeping methods, and of the types and uses of common office materials and machines; or program area or technical activities to which assigned.

Ability to prepare and maintain accurate records and reports; to make simple arithmetical calculations; to perform both highly complex and routine clerical work; to pay close attention to technical detail while coordinating and performing multiple activities; to provide lead direction and training to others; to effectively schedule and coordinate activities pertaining to the work; to learn policies and procedures of the work; to work effectively under pressure and with frequent interruptions; to understand and carry out oral and written instructions; to effectively communicate orally; and to establish and maintain cooperative and effective relationships with those contacted in the course of work.

Typing and Stenographic Skills

Ability to type at a speed of 50 words per minute (net) from clear printed copy. Selected positions in this class require ability to take dictation at a rate of 100 words per minute and to transcribe it accurately.

Education/Experience

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

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Education: Satisfactory completion of high school or the equivalent, supplemented by specialized clerical/or secretarial training.

Experience: Four years of clerical employment, including public contact and preferably including experience related to assigned program area, technical activities or directing the work of others. Related college training may substitute for experience provided there is at least two years of clerical or secretarial employment.

Other Requirements

Selected positions require a California Driver's License and satisfactory driving record as a condition of initial and continued employment.