

CITY OF OVERLAND PARK POSITION DESCRIPTION

TITLE:	Administrative Clerk	BAND/LEVEL:	Admin I
DEPARTMENT:	Varies	JOB NO:	4100
DIVISION:	Varies	DATE:	4/13/2015
REPORTS TO:	Varies	FLSA STATUS:	NE
FULL-TIME:	XX	PART-TIME:	
TEMPORARY:		SEASONAL:	
COST CENTER:	Varies		

REPLACES: Administrative Clerk

DATE: 02/24/02

JOB SUMMARY STATEMENT:

Performs a variety of clerical duties such as typing correspondence, reports and other documents; establishing and maintaining manual and computerized files, records and logs. Answers questions and provides information. Answers phones, takes messages and other duties as assigned.

DUTIES AND RESPONSIBILITIES:

1. Answers multi-line phone and greets visitors. Responds to questions and requests for information or directs individuals to appropriate office, department, or personnel. May operate two-way radio.
2. Receives complaints by phone or in person. Logs information.
3. Types a variety of documents including correspondence, reports, notices, forms, notes, etc on a personal computer.
4. Maintains and updates information by hand or via data entry in various manuals and computerized files, records and logs. May purge files and prepare for document imaging.
5. Receives, sorts, and distributes incoming and outgoing mail. Prepares bulk mailings.
6. Orders, inventories, and maintains adequate office supplies. Maintains office equipment and arranges for repair when necessary.
7. May conduct phone surveys per instructions from department personnel. Logs information and completes survey form manually or on personal computer.
8. May prepare monthly, quarterly, or annual audit of invoices.
9. May issue a variety of City permits, memberships, and licenses. Reviews completed forms for accuracy and obtains necessary approvals.
10. May maintain daily cash report and balance cash drawer.
11. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
12. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

High school diploma or equivalent with courses in typing, business mathematics, office machines and office practices or equivalent combination of education and work experience.

EXPERIENCE:

One year of previous clerical experience.

SKILLS:

1. Good typing and data entry skills
2. Oral and written communications
3. Reading
4. Listening
5. Basic math and accounting
6. Good customer/public relations
7. Ability to work independently
8. Working knowledge of word processing, email and calendaring computer software applications.

MENTAL REQUIREMENTS:

1. Ability to read and comprehend city, state, and federal regulations
2. Ability to exhibit diplomacy and judgement when dealing with the public, city officials, and co-workers
3. Alpha and numeric recognition for file maintenance and updates
4. Ability to learn and understand personal computer software applications
5. Ability to carry out assignments via oral and written instructions
6. Ability to compute basic math computations
7. Ability to work on several projects at once
8. Ability to work under distracting conditions

PHYSICAL REQUIREMENTS:

1. Ability to operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
2. Ability to make and receive phone calls
3. Visual stamina and acuity adequate to review alpha/numeric data and to spend extended periods looking at computer screen
4. Ability to greet and assist general public
5. Ability to operate and hear over a two-way radio
6. Ability to organize files and retrieve data effectively

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.