



ADMINISTRATIVE OFFICE CLERK

DEFINITION

Under general supervision, provides a variety of office support, which may include word processing, data entry, filing, recordkeeping, report preparation, and counter reception; provides information and assistance to staff; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor or manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey level classification responsible for performing a variety of confidential clerical duties for various City departments, including coordinating assigned programs and projects; providing general information to the public; and other administrative, database, and support work.

This classification is distinguished from Office Assistant I/II by the performance of confidential clerical support, where the position has knowledge and access to information that affects employer relations.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Performs a wide variety of routine clerical work including filing/retrieving/purging files, scanning/imaging/indexing documents, checking and recording information on records, opening and distributing mail, processing outgoing mail, ordering and maintaining inventory of supplies and forms, etc.
- Types, proofreads, and processes a variety of documents including general correspondence, memos, manuals, and statistical charts from rough draft, tape recordings, or verbal instructions.
- Enters, edits, and retrieves data, and prepares periodic or special reports from online or personal computer system, following established formats and menus; may create report formats using programmed software to meet individual needs.
- Issues, receives, types, and processes various applications, permits, and other forms.
- Proofreads and checks typed and other material for accuracy, completeness, compliance with departmental policies; and correct English usage, including grammar, punctuation, and spelling.

- Acts as a receptionist; answers the telephone and assists the general public, giving information on department and assigned program activities.
- Posts notices as directed.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Clerical practices and procedures.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Methods of preparing and processing various records, reports, forms, and records.
- Business arithmetic and basic statistical techniques.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform detailed office support work accurately.
- Organize and maintain accurate files and records.
- Type accurately at speeds necessary for successful job performance.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- File material alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer, with sufficient speed and accuracy to perform assigned work.
- Respond to multiple phone calls, walk-up traffic, and other requests/interruptions.
- Take a proactive approach to customer service issues in a professional manner.
- Make accurate arithmetic and statistical calculations.
- Effectively represent the department and the City in meetings with governmental agencies; various business, professional, and regulatory organizations; and in meetings with individuals.

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

Equivalent to the completion of the twelfth (12th) grade;

AND

One (1) year of clerical and administrative experience.

Licenses and Certifications

- A valid California Class C driver license with satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Positions assigned to the maintenance shop or other public works areas may be exposed to certain mechanical and electrical hazards, and to hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	November 2023
Updated	N/A
FLSA	Non-Exempt
Salary Schedule	Confidential/Range 6