



Administrative Clerk I Administrative Clerk II

Purpose of the role:

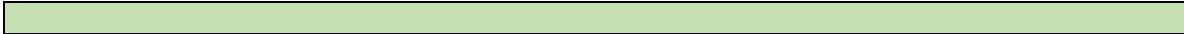
Under supervision (Administrative Clerk I) or general supervision (Administrative Clerk II), performs a wide variety of office support and clerical duties and activities of a general and specialized nature in support of the assigned department, division, or program area; receives and directs telephone calls and visitors; provides information and assistance to other agencies, City staff, and the general public; receives, routes, and distributes incoming and outgoing mail; performs a variety of records management duties; performs word processing duties; and performs related duties as assigned.

This is a broad classification with individual positions assigned to specific functional areas; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

Distinguishing Characteristics:

Administrative Clerk I – This is the entry level class in the Administrative Clerk series providing general and specialized clerical and office support. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Administrative Clerk II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and/or fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the “II” level is based on performing the full range of journey level duties, demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

Administrative Clerk II – This is the journey level class within the Administrative Clerk series performing the full range of general and specialized clerical and office support duties with only occasional instruction or assistance. Positions at this level are distinguished from the Administrative Clerk I level by the performance of the full range of duties as assigned, working independently, applying well developed clerical and office support knowledge, and exercising judgment and initiative. Assigned work requires the use of judgment in selecting appropriate procedures, conducting transactions with customers and the public, and solving routine and non-routine problems based on knowledge gained through experience. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results. Positions in this class series are alternately staffed and positions at the Administrative Clerk II level are normally filled by advancement from the Administrative Clerk I level.



The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

***Essential Duties
and
Responsibilities:***

- Types, word processes, formats, edits, revises, proofreads, and prints a variety of documents and forms including notices, reports, general correspondence, agreements, contracts, statistical charts, permits, claims, and other specialized documents from rough draft or verbal instructions; composes routine correspondence; copies, disseminates, and posts documents and information as appropriate.
- Assists the general public, City staff, and outside groups and agencies by providing information related to specific program area of assignment; receives office and telephone callers; responds to complaints and requests for information relating to assigned responsibilities; refers callers to appropriate City staff for further assistance as needed.
- Provides information and forms to the public; collects and processes appropriate information; applies applicable policies and procedures in determining completeness of applications, forms, records, and reports.
- Operates a variety of office equipment including a computer, typewriter, switchboard, copier, facsimile machine, adding machine, and cash register; utilizes various computer applications and software packages.
- Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents; creates and maintains computer based tracking information and reports including assigned databases, records, and lists; creates standard statistical spreadsheets; inputs corrections and updates; verifies data for accuracy and completeness; assists in the compilation of reports.
- Maintains accurate and up-to-date office files and records for assigned areas; develops, prepares, and monitors various logs, accounts, and files for current and accurate information including manual and computer logs of documents processed, calls and complaints received, applications for permits and licenses, and other requests; develops, organizes, and maintains filing systems; researches, collects and prepares regular and periodic statistical reports.
- Monitors inventories of supplies and materials; prepares purchase requisitions and requests for payment.

- Performs a variety of routine clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; provides assistance to department staff, vendors, and the general public in assigned areas; prepares and processes requests for payments, purchase order requisitions, and various employee reimbursements.
- Updates position allocations/authorizations for all City positions; inputs personnel action forms, verifying accuracy of data and insuring payroll deadlines are met; generates and distributes various reports based on payroll information.
- Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assigned.
- Processes mail including receiving, sorting, time-stamping, logging, and distributing incoming and outgoing correspondence and packages.
- Sorts, assigns codes, cross-references, duplicates, microfilms, and files a wide variety of City records, documents, drawings, maps, and other materials for area of assignment; creates new files; creates and maintains chronological files; maintains up-to-date file listings, indexes, and cross-references; retrieves, duplicates, distributes, and tracks with users copies of records as requested; compiles statistical activity reports; requests new file categories and updates the Records Management database.
- Inputs records inventory in database to ensure accuracy and compliance with retention and disposal guidelines; creates accurate indexes to maintain proper control of Record Center inventory; performs data base searches.
- Orders and retrieves boxes containing files from storage; reviews case files with outside customers.
- Arranges and attends committee and staff meeting; takes, transcribes, and assures proper distribution of minutes.
- Collects information for, designs, and produces newsletters, brochures, and other specialized documents using desktop publishing software and other computer applications.
- Assembles agenda packets and contract bid packages; ensures files are complete.
- Enters data on agenda items in Legislative History; accesses and enters referral items in the City-wide Referral System; sends referred items to appropriate staff; monitors due dates for completion; enters actions taken.
- Reviews applications for a variety of permits and licenses; reviews applications for accuracy and completeness; conducts research to ensure all pre-conditions have been met; receives and issues fee

receipts; schedules inspection appointments; logs applications into computer records; prints and issues permits and licenses.

- Processes personnel action forms; enters timesheet information in the City's payroll system; distributes timesheets; records daily attendance information and prepares timesheets; maintains time off records.
- Uses a two-way radio to dispatch crews to respond to customer problems; assists in monitoring a telemetry tracking system, reviewing data, and dispatching crews to investigate and resolve potential and reported problems.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Office procedures, methods, and equipment including computers.
- Basic computer applications such as word processing, spreadsheets, and databases.
- Records management principles and procedures including record keeping and filing principles and practices.
- Methods and techniques of proper phone etiquette.
- Mathematical principles.
- Basic principles of business letter writing and report preparation.

Ability to:

- Perform a variety of clerical and office support duties of a general and specialized nature for an assigned office.
- Learn the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Learn to correctly interpret and apply general administrative and departmental policies and procedures.
- Learn to apply applicable federal, state, and local laws, codes, and regulations.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Learn and effectively utilize various software applications.
- Learn and apply new information and skills.
- Type or enter data at a speed necessary for successful job performance.
- Establish and maintain a variety of files and records.
- Prepare routine correspondence and memoranda.
- Accurately count, record, and balance assigned transactions.
- Perform routine mathematical calculations.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from other City staff, the general public, and outside agencies.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

***Desired
Minimum
Qualifications:***

- Plan and organize work to meet changing priorities and deadlines.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Strategic Thinker
- Results Oriented
- Customer Focused
- Flexible/Adaptable
- Accountable
- Planner and Organizer
- Technically Knowledgeable

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

Administrative Clerk I

Education/Training:

Equivalent to completion of the twelfth grade.

Experience:

One year of general office support and clerical experience. Experience in a municipal government is desirable.

**Education and
Experience
Guidelines:**

Administrative Clerk II

Education/Training:

Equivalent to completion of the twelfth grade.

Experience:

Two years of responsible clerical experience at a level comparable to an Administrative Clerk I with the City of Thousand Oaks.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical and
Environmental
Conditions:**

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and

printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; frequent interaction with City staff and the general public; some positions work around specialized equipment with exposure to loud, repetitive noise.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: 7/1/07