

CLERK TYPIST

DEFINITION

Under general supervision to perform a variety of difficult, technical office support; report and records preparation and maintenance duties in support of an assigned City function; to provide information to the public and other City staff in support of the assigned function; and to perform related work as required.

EXAMPLES OF DUTIES

Performs a variety of office assistance assignments including typing, document preparation, proofreading, filing, checking data, and updating records; answers the telephone and assists the public with scheduling appointments and giving information and assistance as required; types letters, memoranda, or other documents from oral direction, rough drafts, copy, or notes; takes fast notes or uses electronic devices and accurately transcribes minutes of business transacted at meetings; may assist in the preparation of agendas for distribution; may collect monies and issue receipts; operates office equipment and computers; sorts and files documents and records; maintains a variety of background information and files; sorts and distributes incoming and outgoing mail; prepares reports; issues and accepts applications and permits; helps maintain and update client and customer information; checks and tabulates statistical information; takes service requests and refers to proper personnel for action; performs a variety of office support assignments; maintains and orders inventory of office support supplies and materials; may answer telephone and dispatch radio to receive and relay calls; may operate vehicle to deliver and pick up materials.

SPECIAL REQUIREMENTS

Possession of an appropriate California driver's license may be required.

EMPLOYMENT STANDARDS

Knowledge of:

- Indexing, filing, and recordkeeping systems.
- Telephone and receptionist techniques.
- Basic mathematics.

CLERK TYPIST**EMPLOYMENT STANDARDS (cont.)**

- Modern office methods, procedures, and equipment.
- Office machines and equipment including computers.
- Proper English usage, spelling, grammar, and punctuation.
- Word processing and other computer programs.

and

Ability to:

- Provide work organization for assigned office support functions.
- Perform a variety of office support work requiring accuracy and speed.
- Interpret and apply City and Department rules, policies, and procedures using good judgment.
- Make mathematical calculations.
- Prepare and maintain a variety of files and records.
- Type at a rate of 45 words per minute from clear legible copy.
- Take fast notes at meetings and transcribe accurately.
- Demonstrate initiative and good judgement.
- Use a computer and other standard office equipment.
- Maintain good public relations with persons contacted during working assignments.
- Establish and maintain cooperative working relationships.
- Communicate effectively orally and in writing.

and

Training and Experience: Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the requisite knowledge and abilities would be:

Education: Graduation from high school or G.E.D. is desirable.

Work Background: One year of responsible work experience in performing office support and public contact duties.

August 1992