

**CITY OF FONTANA
ADMINISTRATIVE CLERK I
ADMINISTRATIVE CLERK II**

DEFINITION: Under immediate or general supervision from higher level staff, performs a wide variety of general clerical duties as required in support of an assigned department. May exercise functional and technical supervision over lower level clerical staff.

DISTINGUISHING CHARACTERISTICS: ADMINISTRATIVE CLERK I – This is the entry level class in the Administrative Clerk series. This class is distinguished from the ADMINISTRATIVE CLERK II by the performance of the more routine tasks and duties assigned to positions within the series including duties performed according to established procedures with changes in procedures or exceptions to rules explained in detail as they arise. Since this class can be used as a training class, employees may have only limited or no directly related work experience.

ADMINISTRATIVE CLERK II – This is the full journey level class within the Administrative Clerk series. Employees within this class are distinguished from the ADMINISTRATIVE CLERK I by the performance of the full range of duties as assigned including duties requiring the interpretation of general City procedures as well as interpretation of department policies and procedures. Employees 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. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, require prior clerical experience.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Type and proofread a variety of documents including general correspondence, agendas, reports, memos and statistical charts from rough draft, dictaphone recordings or verbal instructions.
- Perform a wide variety of routine clerical work including filing, billing, checking and recording information on records.
- Sort and file documents and records maintaining alphabetical, index, and cross-reference files.
- Receive, sort and distribute incoming and outgoing correspondence.
- Act as a receptionist: receive callers in person or on the telephone; provide general information on departmental and City policies and procedures as required; refer calls to appropriate personnel.
- Perform record keeping for various funds and expenditure.
- Maintain inventory records; process purchase requisitions; maintain purchase records.
- Issue, receive, type and process various applications, permits and other forms.
- Operate a variety of office equipment including a computer; input and retrieve data and text.
- Work courteously with the general public on the telephone or in person.
- Understand and carry out oral and written instructions.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Employee must perform any other tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision when preparing and reading written reports and other work related documents. Acute hearing is also required when providing phone and counter assistance.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The employee must have the knowledge of:

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- English usage, spelling, grammar, and punctuation
- Principles and procedures of record keeping.

Ability to:

- Learn to operate a variety of modern office machines.
- Learn and correctly interpret and apply the policies and procedures of the program or function to which assigned.
- Learn office methods, rules and policies including receptionist techniques.
- Perform routine clerical work.
- Type at a speed necessary for successful job performance. (45 net wpm)
- Work courteously with the general public on the telephone or in person.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.

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- Organization, procedures and operating details of City government.
- Modern office methods, practices, procedures and computer equipment.
- Business letter writing and report preparation.

Ability to:

- Perform general clerical work including maintenance of appropriate records and compiling information for reports under minimal supervision.
- Operate a variety of office equipment including a computer.

EXPERIENCE: Administrative Clerk I – Some general clerical experience is desirable.
Administrative Clerk II – Two (2) years of general clerical experience including public contact.

EDUCATION: Possession of High School Diploma or completion of GED. Additional specialized clerical training is desirable.