

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Clerical Assistant</u>
Sch & Grade	<u>PAT-2</u>
Class Code	<u>FE60</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

Performs routine and general clerical office duties.

SUPERVISION:

Under direct supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Acts as receptionist for an assigned area including dispensing information on departmental rules and procedures as well as offering assistance and directions to visitors, citizens, patrons or other City employees and officials.
2. Responds effectively and efficiently to questions from persons entering or telephoning the establishment.
3. Types basic correspondence, forms, lists, reports, records, and other materials not requiring a high degree of speed.
4. Sorts files, documents, and other information according to correct methodology such as alphabetical, numerical, or chronological ordering systems.
5. Calculates charges, collects fees, makes change, and issues receipts as required.
6. Prepares and maintains simple records and files.
7. Utilizes a computer to maintain or generate basic mailing lists, labels, schedules or routine correspondence; enters or updates standard information; and performs routine inquiries.
8. Operates general office administration equipment such as a computer, calculator, fax machine, etc.

IMPORTANT FUNCTIONS:

1. Picks up and distributes interdepartmental mail as required.
2. Maintains a neat and orderly work area.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Knowledge of modern office practices and standard English usage.

Abilities

Operate a computer, calculator, and other modern office equipment; type accurately; maintain appropriate level of confidentiality for both written and verbal information; follow oral and written instructions to complete assignments correctly and thoroughly; handle deadlines and stressful situations in a calm, orderly and accurate manner; compile, update, file, copy, sort, and retrieve information; take appropriate initiative in completing work; remember and recall details to provide customers and staff with appropriate information; communicate clearly and effectively both verbally and in writing; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

This is an entry level position; previous receptionist experience or office experience in dealing with the public in person and on the phone is preferred but not required.

Physical Requirements

Performs bending, sorting, and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 25 pounds; holds and grips objects; must have ability to operate a computer keyboard and mouse; may be subject to sitting for long periods of time.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

Assignment to some departments requires incumbent to possess a valid Missouri Motor Vehicle Operator's License and in some cases provide own vehicle for on-the-job transportation purposes.

Miscellaneous Requirements

Must be able to pass a security background check, if applicable.

Last Revision: February 8, 2012	GENERAL ORDINANCE NO. 4341
Comments: Updated Abilities	Date: June 14, 1993

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.	
Signed: _____	Date: _____