



CITY OF ORINDA

Clerical Assistant (Part-Time)

DEFINITION

Under direction, the Clerical Assistant performs a variety of office support activities to an assigned Department, which may include telephone and counter reception with a focus on customer service, receipt of payments, word processing, data entry and organization, processing of invoices, recordkeeping, report preparation, and filing. Provides information and assistance to the staff and the public. This is a Temporary position and shifts will vary depending on assignment.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Screens calls, visitors and incoming mail; assists public at front counter and directs to appropriate department and/or staff; responds to request for information, including providing information about services, classes and events offered by the City; accepts registration forms and enters information into appropriate computer program.

Performs a wide variety of routine office administrative duties to support department operations, including filing, photocopying, preparing records and basic reports, cashiering duties, processing applications and registration forms, and ordering and maintaining office and other related supplies.

Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.

Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.

Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, calendars and memoranda, checks drafts for punctuation, spelling, and grammar, suggests corrections.

Maintains and updates department record and tracking systems; enters and updates information with department activity, inventory files and report summaries; retrieves information from computer systems as required.

Operates a variety of standard office equipment including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, and multi-line telephones; may operate other department-specific equipment.

May assist with special event programs; assists in coordinating reservations, scheduling, and use of equipment and facilities.

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge, Skills and Abilities to:

Modern office equipment and procedures including use of a variety of software applications.

Principles and practices of good customer service.

Learn, interpret, and apply administrative and department policies and procedures.

English usage, spelling, vocabulary, grammar and punctuation.

Communicate clearly and concisely, both orally and in writing.

Pay attention to detail and use good judgement.

Establish and maintain a variety of filing, recordkeeping, and tracking systems.

Schedule and coordinate projects, set priorities, adapt to changing priorities and meet time deadlines.

Deal tactfully and effectively with the members of the community.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Education:

Equivalent to a High School Diploma.

Experience:

One year of clerical experience.

License or Certificate:

Possession of, or ability to obtain, a valid Driver's License.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment including ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 30 lbs.; ability to travel to different sites and locations. May be assigned an irregular work schedule. Ability to pass a comprehensive background check and pre-employment medical exam.

Employee Group: Part-Time / Temporary / Seasonal
FLSA Status: Non-Exempt
Revised: October 2018