

## Citrus College

## Position Description

Position: Administrative Clerk II	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Range: 22

### Summary

Performs recurring, yet technically oriented clerical, secretarial, and clerical accounting duties within a department, program, or equivalent College function. Duties will vary depending on the assignment.

### Distinguishing Career Features

Administrative Clerk II is the second level in a generalist-clerical series. Advancement to Administrative Clerk II requires a working knowledge of the terminology and procedures used in the area of assignment, the ability to research and extract information from commonly used databases, and the ability to troubleshoot problems encountered with customer service transactions. Advancement to Administrative Clerk III requires sufficient knowledge of financial record keeping to monitor departmental or grant performance against budgets, develop costs for services provided, administer contracts and arrangements, and assign work to others.

### Essential Duties and Responsibilities

Specific duties may vary among departments and jobs. Incumbents typically perform a substantial portion or all of the following kinds of duties:

- Types letters, memoranda, reports, work orders, requisitions or other materials from straight copy, rough drafts or verbal instructions. May prepare handbooks and other program materials.
- Processes documents requiring knowledge of the special terminology, policies and procedures of department or area of specialized function.
- Performs analytical duties such as evaluating student profiles for specific programs (e.g., limited English proficient) by pre-screening registration materials, language assessment test scores, and other materials that would identify and profile student needs.
- May schedule, coordinate, and administer tests.
- May perform receptionist duties. Greets visitors, staff or students in person or over the telephone, ascertains nature of business and provides standard information related to area of assignment. Work activities include answering all incoming phone lines of department and routing calls to appropriate extensions.
- Provides special assistance to students, including those with special needs. May introduce students to other services and college support.

- Maintains records and files of documents processed for ready access and compiles various reports according to well-defined operating procedures.
- Ensures the timely distribution and receipt of a variety of records and reports. Requests or provides information as necessary to assure completeness and accuracy.
- Compiles statistical data, posts routine administrative or financial transactions or other data and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Reviews and prepares documents for entry of information into electronic data processing system. Follows up as necessary to complete documents. Enters and updates student and business information into computer-aided systems using established formats.
- May perform registration duties such as originating and preparing student transcripts and registration packets, daily schedules, newsletters and other general correspondence.
- Maintains confidentiality of information processed or received during the course of performing assigned duties.
- May receive, sort and distribute incoming mail. Composes routine correspondence independently as appropriate.
- May participate in selecting and training student and other part time workers.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### ▪ **Knowledge and Skills**

The position requires a working knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires a working knowledge of procedures associated with processing financial transactions such as purchase orders and budget line item changes. Requires a working knowledge of personal computer-based software that support this level of work, including but not limited to word processing, spreadsheet, and software (with data entry screens) used in education. Requires sufficient arithmetic skills to compute sums and statistics. Requires sufficient skill using the English language, grammar, spelling, punctuation, proofreading/editing, to prepare standardized correspondence. Requires sufficient human relations skills to present a positive image of the College, convey technical information to others, and use patience in dealing with a diverse population.

### ▪ **Abilities**

Requires the ability to perform all of the duties of the position in a high volume

environment that may be dominated by distractions. Must be able to perform clerical and secretarial work with speed and accuracy. Must be able to learn, interpret, explain and apply knowledge of College and department organization, operations, programs, functions and special department terminology when performing assignments. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to work cooperatively with staff, students, external organizations, and the public using patience and courtesy. Requires the ability to use a personal computer to produce correspondence, informational materials, and conduct basic research. Requires the ability to maintain confidentiality of private and sensitive information. Requires the ability to perform work on varying shifts.

- **Physical Abilities**

Must be able to function indoors engaged in work of primarily a sedentary nature. Requires the ability to use near vision to write and to read printed materials and computer screens. Requires the ability to use hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about campus locations, and to reach work materials. Requires manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

- **Education and Experience**

The position requires a High School diploma supplemented by college-level course work in general office practices and 2 years of general clerical and typing experience in a customer service oriented environment.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.