

## Citrus College

## Position Description

Position: Administrative Clerk III	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Range: 26

### Summary

Performs a variety of complex and responsible clerical, record-keeping, profiling, and reporting or other support. Assignments are usually in a senior role at the large department level, or equivalent size of specialized department, or educational program.

### Distinguishing Career Features

Administrative Clerk III is the third level in a generalist-clerical series. The position may be used in a partial leadership or coordinating role, or in a more specialized capacity. The position requires knowledge of the terminology, practices and procedures of an area of specialization including 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. Advancement potential exists along the secretarial and student services career ladders, and will require additional specialized education and/or experience consistent with the requirements of individual positions.

### 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:

- Composes and types letters, memoranda, reports, work orders, requisitions or other materials from straight copy, rough drafts, or verbal instructions. Prepares handbooks, schedules, brochures, and other program materials.
- Processes documents requiring knowledge of the special terminology, policies and procedures of department or area of specialized function such as contracts and vendor arrangements. Monitors budgets and contractual provisions.
- 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.
- Compiles statistical data, accounts for and posts financial transactions or other data and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Maintains financial records for a small fund or program with activities that include deposits, processing of expenditures, documentation of inventory, preparation of accounts receivable and donation requests, and preparation of periodic financial reports.
- May schedule, coordinate, and administer tests. Scores tests with a pre-established key, maintains records of test scores, enters scores on student records and posts them or

otherwise conveys information to students.

- Coordinates the workflow for a high volume customer-service oriented office. Serves as a resource for other administrative clerks, filling in to balance workload, solving difficult transactions, and researching files and records to resolve discrepancies.
- Greets visitors, staff or students in person or over the telephone, ascertains nature of business and provides standard information related to area of assignment.
- 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.
- Reviews and prepares documents for entry of information into electronic data processing system. Follows up as necessary to complete documents. Enters and updates information into system according to standard formats. Extracts data from existing databases and converts to other formats.
- Participates and may coordinate basic registration activities such as those used for community education, child development, or emeritus courses.
- Maintains confidentiality of information processed or received during the course of performing assigned duties.
- Assists and otherwise coordinates programs, workshops, meetings between program staff, administrators or the general public.
- May receive, sort and distribute incoming mail.
- May participate in selecting, training and assigning work to regular staff and part time student and temporary workers.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### **▪ Knowledge and Skills**

The position requires an in-depth working knowledge of the practices and techniques used in the assigned organization unit. 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 the procedures used in accounting, budget, purchasing, and payroll transaction processing, and statistical record keeping. Requires a working knowledge of personal computer-based software programs that support this level of work, including but not limited to word processing, spreadsheet, presentation graphics, and specialized database software used in education. Requires business mathematics skills to compute sums and statistics. Requires sufficient skill using the English language, grammar, spelling, punctuation, proofreading/editing, to prepare

original correspondence. Requires sufficient human relations skills to orient and train team members, convey technical information to others, and use patience in dealing with a diverse population.

▪ **Abilities**

Requires the ability to perform the duties of the position efficiently and effectively, under general supervision. Must be able to learn, understand and apply college and state agency rules, regulations and policies. Requires the ability to prepare financial summaries. Requires the ability to prepare presentation quality charts, written materials, and spreadsheets. Requires the ability to operate standard office machines and equipment, including typewriters, switchboards, copiers, calculators, word processors, printers etc. Must be able to maintain records and prepare reports. Requires the ability to communicate with peers and other college staff or public in a manner reflecting positively on the department and college.

▪ **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 four years of general clerical and typing experience in an area substantially similar to the job assignment.

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.