

Citrus College

Position Description

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| Position: Administrative Clerk I | Position Number: |
| Department/Site | FLSA: Non-exempt |
| Evaluated by: | Salary Range: 19 |

Summary

Performs general office clerical support, data entry, and reception duties, usually following well-established policies, procedures, and methods. Assignments can be in instructional or administrative areas where there usually are other more senior level administrative support positions to provide guidance, partial leadership, and prioritize specific work assignments.

Distinguishing Career Features

The Administrative Clerk I represents the first level in a multi-tiered career path. Work is generally focused in these areas: typing and data entry, receptionist, filing and retrieval of information to and from records, customer service transactions, and routine reports. Advancement potential exists along the Administrative Clerk, Admissions and Records, and secretarial career ladders, each based on need and requiring additional specialized experience and/or education. 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.

Essential Duties and Responsibilities

General Clerical Support

Incumbents are expected to perform all of the following, although some assignments may only involve a portion of the following or have varying emphasis, depending on the needs of the assigned work area.

- Types (keyboards) from copy or standing instructions, forms, memoranda, routine correspondence, and structured reports using established formats.
- Enters data onto established data entry screens of business and academic transactions (e.g., student and program information, deliveries, purchase orders, printing orders, forms, etc.).
- Processes routine business and/or student transactions such as, but not limited to invoices and fee-based enrollment and registration forms. May receive and account for money paid for items such as, but not limited to fees, instructional materials, and permits.
- Answers a multi-line telephone for a work team and serves as receptionist to serve customers. Answers common inquiries, makes appointments, provides

basic information about programs and procedures, and refers calls to others within the assigned area.

- Greets visitors, determines their needs, then either routes them to the appropriate person or service or personally completes the request or transaction.
- Sets up and maintains files using established formats. Assembles, collates, and prepares materials for distribution. Files and posts information and documents to records.
- Orders, receives, shelves and distributes office supplies and materials.
- May deliver and pick up a variety of mail, forms, and materials from staff, students, or the other departments. Sorts and distributes mail.
- Prepares documents and information packets from established formats such as those used by faculty, and routine communications for administrative purposes.
- Compiles information onto established formats and maintains a variety of records to support regularly recurring reports that are prepared for administration and external agencies.
- Contacts other departments and outside agencies to locate information and/or services not provided by, yet used by the department.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires a basic knowledge of modern office practices, procedures, and equipment including receptionist and telephone techniques and etiquette. Requires basic knowledge and understanding of methods and procedures used in alpha-numeric filing and record keeping. Requires basic knowledge of data entry techniques. Requires a working knowledge in the use of common personal computer-based office productivity software such as word processing, spreadsheets, and intranet. Requires sufficient arithmetic skills to perform columnar calculations, decimals, fractions, etc. Requires sufficient knowledge of English language, grammar, spelling, and punctuation to prepare routine correspondence and internal memoranda. Requires sufficient human relation skills to greet and work cooperatively with others, inside and outside the department.

▪ Abilities

Requires the ability to perform the duties of the position under general supervision. Requires the ability to learn, understand and apply College rules, policies, procedures, and terminology used in the department of assignment. Requires the ability to use a personal computer for data entry, word processing, spreadsheets, and intranet. Requires the ability to operate standard office machines. Must be able to maintain record files and compile routine information

used for reports on pre-determined formats. Requires the ability to communicate with peers and other College staff or public in a manner reflecting positively on the department and College. Requires the ability to work varying shifts.

▪ **Physical Abilities**

Must be able to function indoors engaged in work of primarily a sedentary nature.

- Use near vision to write and to read printed materials and computer screens.
- Use hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment.
- Ambulatory ability to sit, often for long periods of time, move about campus locations, and to reach work materials.
- Use 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 and 1 year of experience in general clerical, data entry, and production keyboarding.

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.