



City of Hermiston, Oregon Position Description

Job Title: General Clerical

Department: Varies

General Statement of Responsibilities

Performs routine responsible clerical, administrative, and/or technical duties in support of a department function, or series of functions. Independently and routinely performs clerical duties directly related to major functional responsibilities of the department.

Supervision Received

Works under the general direction of an assigned department head with work being reviewed primarily on the basis of results attained.

Supervision Exercised

Supervision of others is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel, and may assign work to temporary workers.

Examples of Duties - Essential Functions

1. Gathers data; posts, sorts, checks and maintains computerized data for periodic internal and external reports. Obtains and compiles information needed for administrative use or report preparation where only general directions are received.
2. Prepares billing statements and follows up on delinquent accounts using a variety of resources available.
3. Composes, edits and types correspondence, technical reports, statistical data and transmittals from handwritten rough drafts or recorded dictation, some of which may require obtaining, organizing and planning suitable presentation of content.
4. Answers phones, routes calls, makes appointments and takes messages. Screens the supervisor's telephone calls; determines which matters can be handled independently.
5. Opens and sorts mail; prepares some replies independently; processes outgoing mail.
6. Assists in monitoring of departmental budget.
7. Develops, organizes, and maintains filing and report systems for department or work unit.
8. May serve as secretary to departmental committees; prepares agendas, information packets, meeting notices, and minutes.
9. Provides liaison with supervisor's contacts within and outside the organization; obtains and disseminates information; conveys supervisor's directions.
10. Responds to public questions and concerns; refers complex or sensitive issues to supervisor.

Screening Criteria**Education and Experience:**

- A High School Diploma or equivalency;
- AND two years' progressively responsible secretarial/office experience;
- OR any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position.

Special Requirements/Licenses: A valid Oregon driver's license and proof of an acceptable driving record are required.

Knowledge of: Considerable knowledge of general office practices and procedures. Knowledge of rules of effective business English usage and grammar, spelling, and punctuation; relevant computer and office equipment; business telephone etiquette; business arithmetic; city operations, organization, policies, procedures, regulations and ordinances; pertinent federal, state and local laws, codes, and ordinances. Some knowledge of billing procedures, basic principles of bookkeeping and record-keeping as required by the position.

Skills: The operation of standard office equipment, including the operation of a computer to update/access files; typing and 10-key adding machine.

Ability to: Understand and execute oral or written instructions; establish and maintain effective working relationships with other employees, supervisors and the general public; express ideas and convey information effectively orally and in writing; perform typing or stenographic work at an acceptable level of proficiency as required for designated positions; work with numbers accurately and rapidly; meet and deal with the public in a pleasant and courteous manner and, at times, in stressful situations; independently investigate and respond to assigned problems; organize material from various sources into a reporting format; establish priorities and organize own workload; accurately classify, file and retrieve materials and documents; deal effectively with frequent interruptions and several situations at one time; operate computerized equipment and utilize software programs to perform assigned duties; maintain accounts and prepare billing information as required.

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, 10-key, and telephones; and while moving equipment and office supplies. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires some mobility including the ability to lift and/or move materials under 5 lbs. frequently, 25-60 lbs. occasionally, and over 60 lbs. rarely. This position requires both verbal and written communication abilities.

This description covers the most significant essential and auxiliary duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

Working Conditions: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is primarily working indoors in an office environment. The noise level in the work environment is usually moderate and lighting is adequate.

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