

City of Capitola

ADMINISTRATIVE CLERK II

GENERAL PURPOSE

Under direction, provide clerical support; assist in the administration of standard operating policies and procedures of the assigned department; and perform clerical work as required.

The position requires some contact with the public as well as interaction with and support to the various departments.

DISTINGUISHING CHARACTERISTICS

The Administrative Clerk II is the journey-level classification of the general clerical series. The Administrative Clerk II position requires less supervision and work tasks include those requiring more judgment and ability to independently prioritize duties.

SUPERVISION RECEIVED

Works under the general supervision of a supervisory or higher level clerical position.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Perform clerical duties, including providing information and accepting applications at the public counter; responding to telephone requests for information and appointments; carrying out legal public noticing activities; and data entry, retrieval and management related to computerized database, as well as paper files.

Performs general clerical tasks as needed.

May perform limited staff support to City commissions and committees.

Answers inquiries concerning the location and function of various sections and personnel of the City.

Greets visitors and directs them to sources of information, appropriate personnel or offices.

Gives out standard forms, explains how to complete them, and screens for completeness.

Answers telephone, providing information and routing calls.

Takes and relays messages.

Receives, files, and dispatches mail.

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Types general correspondence, rough drafts and other documents and forms from clear copy.

Inventories and orders department office supplies

Schedules building inspections.

Proofreads and prepares final versions of reports, letters, specifications, agendas, and other written documents.

Operates a vehicle to run errands.

May serve on various employee committees, as required and assigned.

Works with, assist and support the efforts of department staff.

Provides back-up support to receptionist on city telephone/voice mail system.

Performs other related clerical and administrative duties and responsibilities as required.

Records Management Duties

Represents the assigned department(s) for citywide records management programs.

Organizes and maintains public works department project, subject, and property files.

Creates and maintains building department permit files. Logs in building permit applications.

Maintains the planning department development application case files; maintains computerized permit tracking, and land use database.

MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, and/or computer word processing, and other software programs, and filing; and two years of progressively responsible experience in various clerical functions, including one year experience comparable to Administrative Clerk I for the City.

Necessary Knowledge Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of city services.
- (B) Skill in operation of listed tools and equipment, including typing or keyboard skill of 45 words per minute.

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- (C) Ability to interact and communicate with the public in a helpful, positive, fair, tactful, resourceful, courteous and effective manner; ability to handle stressful situations.
- (D) Ability to make and carry out appropriate judgments regarding referral of certain situations to other departments, and city staff.
- (E) Ability to use a computer and learn various word processing, database, spreadsheet, and permit tracking,
- (F) Ability to write concise reports, communicate effectively in writing, and accurately format reports and correspondence; ability to keep accurate and detailed records both on computer and in paper files.
- (G) Ability to establish and maintain harmonious, effective and appropriate working relationships with other city staff, management, elected officials, applicants, and the general public.
- (H) Ability to work and use good judgment under stressful conditions and with frequent interruptions.
- (I) Ability to learn and appropriately employ various conflict management and conflict resolution techniques.
- (J) Ability to organize information and prioritize work.

SPECIAL REQUIREMENTS

Possession of at time of hire and continued maintenance of a valid California driver's license, and a safe driving record.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheet, database, permit tracking software; telephone including main city switchboard/voicemail system, pen/pencil, calculator, rulers, postage machine, fax machine, copy machine, light meter, noise meter, motor vehicle.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Work is performed mostly in office settings. Some outdoor/field work is required to post public notices, and to attend off-site meetings. The employee is occasionally required to climb or balance, stoop, kneel, or crouch.

While performing the duties of this job, the employee is frequently required to stand or sit, drive a motor vehicle, walk, talk and hear, use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms. Hand-eye coordination is necessary to operate computers and various office equipment. The employee must frequently retrieve files, and must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, for detailed computer work, reading, and field work. The noise level is usually moderately quiet, although it can be moderately noisy at the public counter.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job-related tests may be required. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related to, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date: