

CLERICAL ASSISTANT

SUMMARY:

Under direct supervision, performs a variety of clerical tasks in support of business operations within a department or division; and performs related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics). This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.*

DUTIES AND RESPONSIBILITIES: (which are **not** in any hierarchical order)

1. Answers multiple phone lines and responds to caller's questions or directs the call to the appropriate party.
2. Greets visitors; responds to questions, provides information, documents, instructions or directs visitor to appropriate party.
3. Responds to requests for information via mail, phone or in-person; gathers appropriate forms and documents, searches for and copies documents from archived records and forwards to requestor.
4. Attends meetings to take notes, record votes, and provide general clerical support.
5. Opens, sorts and distributes incoming mail and processes outgoing mail.
6. Maintains inventory of supplies and prepares a list of supplies to be ordered.
7. Copies, distributes and files paperwork such as meeting minutes, contracts, performance review forms, timesheets, and general correspondence.
8. Performs data entry into automated programs to track contracts, applications, filings, violations or other pertinent data, depending on assignment.
9. Prepares correspondence, memos, forms and reports using word processing applications software.
10. Maintains records of fees collected from the public, within the area of responsibility, and balances cash receipts.
11. Reconciles procurement card purchases and invoices.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of standard office principles and procedures.
- Knowledge of the basic capabilities and functions of word processing applications software.
- Knowledge of basic math principles.
- Knowledge of principles of business English, grammar and punctuation.
- Knowledge of principles of telephone etiquette.
- Skill in using general office equipment such as telephones multi-line telephone system, fax, duplicating machines, copiers, and computers.
- Skill in recording and retrieving general information.
- Skill in communicating effectively with others both orally and in writing.
- Skill in dealing effectively with the general public.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves sedentary to light work in an office setting. There is frequent need to sit, talk or hear, use the hands and occasionally lift light objects (up to 25 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol-free work environment through the use of mandatory pre-employment drug testing.

MINIMUM QUALIFICATIONS: High School diploma or GED and one (1) year of clerical or office experience, or any equivalent combination of training and experience. May require a valid Florida driver's license.