

CLERICAL SPECIALIST

SUMMARY:

Under close supervision, performs specialized administrative and/or secretarial support 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. Reviews reports, paperwork and other information for completeness and accuracy; and makes corrections and adjustments necessary for accurate records and information.
2. Maintains computerized or manual data files.
3. Responds to requests for information from the general public or other departments.
4. Receives, receipts, posts and balances funds received from the general public; and ensures proper accounting records are maintained.
5. Drafts and prepares correspondence, memos, reports, and letters using computerized applications software and in some cases manual typewriters.
6. Performs data entry of information such as insurance filings, patient information, burglar alarms, fire inspections, personnel related data, payroll data, false alarm reports, fleet maintenance and disposition, and arrest data, depending on area of assignment.
7. Generates computerized reports related to area of responsibility.
8. Sets up and maintains office-filing system.
9. Meets with members of the general public to respond to questions, review and process paperwork or provide information and City sponsored services.
10. Answers multiple phone lines.
11. Greets visitors; responds to questions, provides information, documents, instructions or directs visitor to appropriate party.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of standard office principles and procedures.
- Knowledge of the capabilities and functions of word processing, spreadsheet and database applications software.
- Knowledge of basic math principles.
- Knowledge of principles of business English, grammar and punctuation.
- Knowledge of principles of telephone etiquette.
- Skill in prioritizing competing demands to ensure work is completed in a timely manner.
- Skill in using general office equipment such as telephone, fax, duplicating machines, copiers, and computers.
- Skill in coding, recording, retrieving and verifying information.
- Skill in dealing effectively with the general public.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to communicate effectively with others both orally and in writing.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Most 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 10 pounds) and perform other similar actions during the course of the workday. Some

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assignments are found to require frequent need to stand, walk, stoop, bend, sit, talk or hear and occasionally lift moderate 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 two (2) years of clerical or office experience, or any equivalent combination of training and experience. May require a valid Florida driver's license.