

## CLERICAL ASSISTANT III

---

### DEFINITION

---

Under general supervision, performs a variety of difficult and complex duties requiring considerable program knowledge, technical evaluation of information, the use of advanced clerical skills, which may include leading the work of others engaged in clerical activity; performs related duties as required.

### REPRESENTATIVE DUTIES

---

*The duties listed below are examples of the work typically performed by employees in this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below. Marginal duties are those which are **least** likely to be essential functions for any single position in this class.*

1. Performs complex clerical/technical work involving the examination and evaluation of a variety of source materials and thorough knowledge of the policies, procedures and applicable regulations to complete work; processes documents such as permit applications checking for completeness and accuracy.
2. Compiles information to support departmental programs or recommendations for change in departmental procedures, policies, and programs; prepares charts, graphs, and other visual summarization exhibits to display data collected.
3. Gives information and explains to the public and department representatives laws, policies and procedures pertinent to area of specialization; takes complaints and routes to appropriate division; obtains route factual information to create or update files; routes calls and directs visitors; assists in completion of forms.
4. Prepares a variety of documents from written and recorded sources, or verbal instruction; operates a standard typewriter or data/word processing equipment in the preparation of documents.
5. Recommends and assists in implementing office programs and clerical systems, procedures, and policies.
6. May assist in budgeting, inventory control, and purchasing review processes for assigned work unit.
7. May lead or provide general supervision to other clerical or program support personnel; may take and prepare simple minutes of meetings (e.g. departmental or public committees).

## **EMPLOYMENT STANDARDS**

---

### **Education and/or Experience**

Three years of experience in general office clerical work including the application of policies and procedures, composing of correspondence, or routine reports or any combination of training and experience that provides the desired knowledge and abilities.

### **Knowledge of:**

Office methods and practices; office equipment operation; English usage, spelling, grammar and punctuation; public contact techniques; letter composition and report writing; basic bookkeeping; arithmetic calculations; City and program organization, policies, and procedures applicable to the assigned work unit; data collection and evaluation methods; presentation techniques.

### **Ability to:**

Evaluate situations and resolve within established policy and procedures; communicate effectively, verbally and in writing; organize work to meet deadlines; use correct English grammar, punctuation, and spelling; proofread; perform arithmetical and simple statistical calculations; understand and follow verbal and written direction; establish and maintain effective working relationships with superiors, peers, subordinates and the general public.

### **Skill in:**

Depending on assignment, typing/keyboarding operation at a rate of 45 wpm, shorthand at a rate of 60 wpm and/or tape transcription at a rate of 20 wpm.

### **Special Requirements**

Possession of or ability to obtain a valid California Driver's License may be required.

### **Physical Demands**

Strength, dexterity, coordination and vision to use keyboard and video display terminal for long periods of time. Dexterity and coordination to handle files and single pieces of paper, occasional lifting of object weighing up to 25 lbs. such as, files, stacks of paper, reference and other materials. Moving from place to place within an office; some reaching for items above and below desk level.

## **WORKING CONDITIONS**

---

Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise. A computer is used on a daily basis. Periodic contact with angry and upset individuals.

Date Adopted: August 6, 1996