

Summary of Duties: Plans, coordinates, and supervises the work of a large clerical staff engaged in a wide variety of clerical activities in a department or a major unit within a large department; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; independently performs clerical work of a difficult and highly responsible nature; and does related work.

Distinguishing Features: A Chief Clerk is responsible for preparing departmental or major divisional clerical policies, procedures, and practices for interpreting rules, ordinances, policies, and other regulations governing the personnel, regulatory, administrative, or other activities of a department or major unit within a large department. Incumbents in the class of Chief Clerk, as bona fide supervisors, are responsible for the performance of the full range of supervisory activities including: application of discipline, processing and resolution of grievances, evaluation of performance, and approval of time off requests.

The work of an employee of this class is assigned in terms of general objectives and reviewed for results attained. Much of the work involves dealing with highly confidential information and materials and errors may lead to significant financial loss, legal consequences, severe damage to public relations, or inefficient utilization of personnel.

The work of this class is distinguished from other high level clerical classes by the fact that an incumbent is responsible for establishing policies and procedures to control the clerical activities of a department and is responsible for the effective processing of the work of several units, the volume and variety of which necessitates continuous planning, control, and coordination.

Examples of Duties: Plan, organizes, coordinates, and directs groups of clerical employees; directs the typing, data entry, preparation, processing, maintenance, indexing, classifying, filing, and administration of various documents such as reports, correspondence, employee folders, payroll records, accounting forms, purchasing forms, agendas, minutes, applications, budgetary records, permits, work orders, personnel documents, collection of fees, accounts payable and receivable, recording of documents, City records, legal case development, and accident records, develops standardized clerical policies and procedures; designs and maintains office computer database applications; prepares back-up procedures for office computer systems, such as word processing and database files; directs a variety of clerical and related services including providing information on City activities to the public, City employees, private industry, the media, and other public agencies; ordering office supplies; producing reports and queries on computer based data; researching data and composing correspondence, reports, and statistical summaries; reviewing Council,

committee, commission and board agendas, newspapers, and other publications for pertinent items; providing receptionist, clerical, stenographic, and messenger services;

Communicates equal employment/affirmative action information to employees; applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates; assists employees in preparing for promotion as described in the City's Affirmative Action Program; directs training and rotational programs for employees;

May direct subprofessional accounting activities such as: purchasing, preparation of expense statements, payroll administration, accounts payable and receivable, petty cash funds, cash receipts, remittance reports, deposit certificates, pricing and coding materials, and computing benefits, salaries, rates, and assessments; may direct subordinates operating complex automated data systems related to payroll and personnel records; may prepare budget requests; may act as custodian of records; may arrange conferences and meetings involving the preparation of agendas and minutes; may confer either bureau, department, City, or private and public representatives to discuss bureau of department activities; may arrange and coordinate activities involving the repair and maintenance City facilities, equipment, and property; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A good knowledge of office practices, standards, and systems including filing, indexing, report writing, and cross referencing methods; a good knowledge of punctuation, spelling, and grammatical usage; a good knowledge of the organization and functional responsibilities of the various departments of the City; a good knowledge of commonly used office machines, including microfilm readers, personal computers, and computer terminals, including their maintenance and operation;

A good knowledge of Charter provisions, ordinances, rules, regulations, practices, and City Attorney opinions as they relate to the clerical processing and administration of contracts, purchases, expenditures of funds, records management, timekeeping, budgeting, payroll preparation and verification, personnel documents, accounts payable and receivable, collection of fees for a variety of activities; a good knowledge of bookkeeping and elementary accounting practices and principles; a good knowledge of the standard procedures used in budget preparation, budget control, records maintenance, and purchasing;

A good knowledge of supervisory principles and practices including; planning, delegating, and controlling the work of subordinates; a good knowledge of techniques of training, instructing, and evaluation of subordinate work performance; a good knowledge of techniques of counseling, disciplining, and motivating subordinate personnel; a good knowledge of the procedures for grievance handling; a good knowledge

of supervisory responsibility for EEO/AA as set forth in the City's Affirmative Action Program; a good knowledge of effective safety principles and practices; a working knowledge of memoranda of understanding as they apply to subordinate personnel; a general knowledge of City personnel rules, policies, and procedures; a general knowledge of the City's computer based systems and capabilities;

The ability to learn, interpret, and apply laws, ordinances policies, regulations, and procedures; the ability to analyze and institute improved office clerical procedures, practices, and work methods; the ability to assess data entry and word processing needs; the ability to develop and maintain complex filing systems; the ability to compose letters and reports and prepare charts, graphs, and tables; the ability to obtain information which may include researching files, accessing computer based filing systems, and contacting various agencies; the ability to direct routine accounting activities such as auditing invoices, preparing demands, maintaining ledgers, and receiving fees;

The ability to deal tactfully and effectively with employees, department administrative personnel, representatives of private firms, and the public; the ability to establish and maintain a work environment to enhance both employee morale and productivity; the ability to apply sound supervisory principles and techniques in order to plan, organize, direct, coordinate, and review the work of several groups of clerical and other employees in a department or major unit within a department; the ability to fulfill supervisory affirmative action responsibility as indicated in the City's Affirmative Action Program.

Two years of experience as a Principal Clerk or in a class which is at least at that level in office clerical work is required for Chief Clerk.

License: A valid California driver's license may be required.

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations the requirements for the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory, and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.