



## CLASS SPECIFICATION

09/10/2015

SENIOR ADMINISTRATIVE CLERK, 1368

**Summary of Duties:** A Senior Administrative Clerk performs difficult clerical work of a responsible nature requiring frequent exercise of independent judgment and a good knowledge of the functions of the organizational unit in which the position is located; may perform word processing, may supervise clerical employees; and does related duties.

### **Distinguishing Features:**

Employees in this classification may assist the public or employees of other departments under circumstances which require a good knowledge of departmental activities, policies, procedures, and sources of information. Errors in judgment may result in serious inconvenience to the individuals dealing with the department. The work of the employee is assigned in general terms and reviewed for results attained.

Incumbents may use information retained on data bases and may be required to perform data entry, retrieval or inquiry by adding, deleting, or changing data in documents, spreadsheets, or data bases.

Senior Administrative Clerk is distinguished from Administrative Clerk in that the former class may supervise group of clerical staff.

### **Example of Duties:**

- Performs difficult clerical work of a responsible nature requiring frequent exercise of independent judgment;
- Receives contracts, applications, or other documents and checks them for required form, and content;
- Furnishes information at a public counter or over the telephone regarding functions, procedures, activities and policies of the department, the status of projects, and legal provisions, and requirements;
- Gathers information from a variety of sources;
- Summarizes and interprets data when required and prepares reports;
- Updates and organizes files for record retention storage;
- Makes file searches for information not readily available or complex cross-references
- Performs basic calculations and verifies accuracy of computations performed by others;
- Updates various types of database information;
- Composes routine correspondence; reads incoming correspondence, answers commonly asked inquiries, and refers other communications to the proper person;
- Determines the purpose of visitors calls and makes appointments or directs callers to other employees or offices;

- Contacts others to arrange for meetings and to obtain information needed by the supervisor; may maintain inventory of office supplies and supervises stockroom activities;
- May train staff in the use of personal computers to input or change data using various types of software programs;
- May supervise or work with employees working in a mailroom receiving, sorting and forwarding mail.
- Types letters, reports, memoranda, statistical and financial tabulations, and other documents from plain or corrected copy or rough draft, or from a recording device;
- Composes and types correspondence of a routine nature following general instructions as to content or by referring to office records of previous correspondence;
- May supervise and/or train employees in the above work.
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies;
- Applies sound supervisory principles and techniques in building and maintaining an effective work force; and
- Fulfills equal employment opportunity responsibilities; and performs related work.

**Qualifications:**

**A working knowledge of:**

- Modern office practices including filing, indexing, and cross-referencing methods;
- Correct punctuation, spelling, and grammatical usage;
- Safety principles and practices;
- The laws and regulations related to equal employment opportunity.

**A general knowledge of:**

- Basic bookkeeping practices;
- Commonly used office machines and equipment, including personal computers, and printers, scanners, and copiers;
- Operation of personal computers including, operating systems for word processing, spreadsheets, data bases, electronic mail and calendars;
- City personnel rules, policies and procedures;
- Memoranda of understanding as they apply to subordinate personnel;

**Ability to:**

- Apply specific laws, ordinances, office policies, regulations, and procedures and to explain these to other employees and the public;
- Deal tactfully and effectively with the public and other employees;
- Perform complex clerical work and to make arithmetical computations;
- Perform difficult file searches;
- Organize work and completing assigned tasks; and
- Plan, assign, direct and review the work of others.

**Requirement:**

One year of full-time paid office clerical experience is required.

**Physical Requirements:** Strength to perform average lifting 5 pounds and occasionally over 15 pounds; arm, hand, and finger dexterity with at least one hand involved in activities such as writing, reaching, and handling; good speaking and hearing ability; and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the 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 all of the duties, responsibilities, and required qualifications of any position shall be.**