



Administrative Clerk

Classified Range: 29

Board Approved: 11/18/21 P. 1|4

SUMMARY DESCRIPTION

Performs a variety of office support, and clerical duties of a general nature in support of the assigned area.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from appropriate supervisor; checks with supervisor regarding non-routine assignments. May provide technical and functional direction to assigned student workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Serves as receptionist for assigned area; answers phones; provides material and information in response to requests for information related to assigned area of responsibility; conveys telephone messages; refers callers to appropriate staff for further assistance as needed.
2. Assists in preparing program materials; receives, sorts, and delivers materials. Verifies and reviews materials, applications, records, files, and reports for completeness.
3. Types, word processes, and proofreads a variety of documents and forms, including general correspondence, agendas, reports, and memoranda from rough draft, recordings, or verbal instruction; disseminates information as appropriate.
4. Creates and maintains accurate and current files and records for assigned areas; monitors various logs, accounts, and files for current and accurate information; verifies accuracy of information, researching discrepancies and recording information; organizes and maintains filing systems.
5. Receives, sorts, and distributes incoming and outgoing correspondence within area of responsibility.
6. Presents Provides program information to students, and faculty, staff, and the public; assists in preparing program materials; receives, sorts, and delivers materials.
7. Maintains office supplies and inventories; orders, receives, and maintains office supplies and equipment; may provide data for requisitions, purchase orders, and work order forms.
8. Maintains calendar of activities, meetings, and various events for assigned area; schedules appointments; reserves facilities for specific uses.
9. Assists supervisor with scheduling and preparing for a variety of meetings; prepares and distributes agendas; transcribes minutes as assigned; disseminates information as appropriate.
10. Enters, updates, corrects, and extracts information; maintains and generates reports as needed.
11. Performs other duties related to the primary job duties.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.



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CORE COMPETENCIES:

Analyzing and Interpreting Data

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

Customer Focus

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs **

Reading Comprehension

- Understanding and using written information
- Knows the meaning of printed words; comprehend the literal meaning of text
- Make interpretations, applications, deductions, inferences, extrapolations from written information **

Professional and Technical Expertise

- Applying technical subject matter to the job **
- Knows the rudimentary concepts of performing the essential technical operations

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Using Technology

- Working with electronic hardware and software applications



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- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions **
- Adds, improves, modifies, or develops features and functionality**

Team Work/Involving Others

- Collaborating with others to achieve shared goals
- Engages others for suggestions and ideas

Writing

- Communicating effectively in writing
- Using correct writing mechanics including spelling, vocabulary, grammar, syntax, punctuation, capitalization, sentence structure
- Logically orders and structures ideas and progression of thought

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Innovation

- Imagining and devising new and better ways of doing things**
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried**

Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately**

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

***Lead, Advanced or Senior Level Positions*



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Education and Experience Guidelines

Education/Training:

Equivalent to the completion of high school.

Experience:

One (1) year of responsible clerical experience.

Desired Education/Experience:

Experience involving public contact and use of computer and office applications.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.