

**ADMINISTRATIVE CLERK I  
ADMINISTRATIVE CLERK II**

DEFINITION

To perform a wide variety of general clerical duties in support of specific functions and programs within an assigned department, and to provide administrative support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

Administrative Clerk I - This is the entry level class in the clerical support Administrative Clerk series. Positions in this class typically have little or no directly related work experience. The Administrative Clerk I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Administrative Clerk II - This is the journey level class in the clerical support Administrative Clerk series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Administrative Clerk I

Receives immediate supervision from an assigned supervisor; and may receive technical and functional supervision from a higher level class.

Administrative Clerk II

Receives general supervision from an assigned supervisor; and may receive technical and functional supervision from a higher level class.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist the general public and City staff, on the telephone or in person, by providing information on departmental and assigned program policies and procedures.

Perform a wide variety of clerical work including filing, billing, reviewing and reconciling statistical information related to the department or functions assigned.

Sort and file documents and records; establish and maintain a variety of files.

Screen calls and visitors, and refer inquiries as appropriate; schedule meetings and inspections.

Maintain departmental websites updated with information on processes or events.

Receive, issue, and process various applications, licenses, permits, certificates and other forms using systems related to the department or functions assigned.

Assist with creation of a variety of forms; type or enter data; proofread and process a variety of documents including general correspondence, written reports, contracts and payroll records.

Receive, sort and distribute incoming and outgoing correspondence and mail.

May coordinate or participate in the preparation for meetings, presentations and events.

Operate standard and specialized office equipment including applicable software programs related to the department or functions assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect; be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

## MINIMUM QUALIFICATIONS

### Administrative Clerk I

#### Knowledge of:

English usage, spelling, grammar, and punctuation.

Modern office practices and procedures; computer equipment and software applications related to assignment.

#### Ability to:

Perform a variety of responsible clerical duties in support of department operations.

Understand, interpret, apply and explain department policies, procedures and rules; learn organization, procedures and operations of the City as necessary to assume assigned

responsibilities; explain, observe, identify and problem solve office operations and procedures for the public and with staff.

On a continuous basis, sit at a desk and/or stand at a counter for long periods of time; intermittently twist and reach office equipment; use telephone; write and use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Provide exceptional customer service to both internal and external customers.

Perform basic mathematical calculations.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Learn relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

One year of general office experience is desirable.

#### Training:

Equivalent to the completion of the twelfth grade.

### License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

### Administrative Clerk II

In addition to the qualifications for the Administrative Clerk I:

#### Knowledge of:

Perform independently a variety of responsible clerical duties in support of department operations.

Perform clerical work including maintenance of appropriate records and preparation of general reports.

Verify and check files and data.

General research and problem solving techniques.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

#### Ability to:

Work independently and prioritize work projects.

Verify and check files and data; research and resolve discrepancies.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

Two years of responsible experience similar to Administrative Clerk I with the City of San Pablo.

#### Training:

Equivalent to the completion of the twelfth grade.

REVISED: June 2003; March 2019  
FLSA: Non-Exempt