

SENIOR ADMINISTRATIVE CLERK

DEFINITION

To organize, assign and review the work of assigned staff engaged in office support and clerical duties; to perform clerical duties requiring specialized knowledge; and to provide highly responsible clerical support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the administrative support Administrative Clerk series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including applying technical information in the performance of important department functions, and providing technical and functional supervision over assigned clerical staff. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor.

Exercises technical and functional supervision over assigned clerical staff.

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

Plan, prioritize, and review the work of staff assigned to a variety of office support duties.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training; work with employees to correct deficiencies.

Perform a wide variety of clerical work including filing, billing, reviewing and reconciling information related to the department or functions assigned; maintain files, records and documents.

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

requests for information on regulations, procedures, systems and precedents related to assigned duties.

Independently prepare a wide variety of correspondence, reports, statistical charts, agendas, minutes and other documents; maintain or update websites when assigned.

Screen calls and visitors and refer inquiries as appropriate; schedule meetings and inspections; process various applications, licenses, permits, certifications and other forms and documents related to the department or functions assigned.

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

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

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

### Knowledge of:

Principles and practices of technical and functional supervision and training.

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

English usage, spelling, grammar and punctuation.

Methods and procedures for computer equipment and software applications related to assignment.

Principles and practices of record keeping and for verifying files and data.

### Ability to:

Perform the most complex duties related to a variety of office clerical tasks in support of department operations.

Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Provide technical and functional supervision over assigned staff; effectively train staff.

Understand, interpret and apply a wide variety of technical information and processes.

Understand the organization and operation of the City and of outside agencies as necessary to assigned responsibilities and to work independently and prioritize work projects.

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

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.

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:

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

Training:

Equivalent to the completion of the twelfth grade.

License and Certificate

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

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FLSA: NON-EXEMPT