
Position:	Clerical Specialist I	FLSA:	Non-Exempt
Department/Site:	Varies	Salary Grade:	04
Reports to/Evaluated by:	Varies	Salary Schedule:	Classified

SUMMARY

Performs routine and/or standardized duties associated with secretarial, receptionist or clerical work and providing general office or program assistance. Duties will vary according to area of assignment, which may include a school site, District office or special program.

DISTINGUISHING CAREER FEATURES

The Clerical Specialist is the first in a multi-level career path for clerical and secretarial support. Work is generally focused in these areas: keyboarding/typing and data entry, receptionist, filing and retrieval of information to and from records, customer service transactions, and routine reports on established forms. Advancement potential exists along the Clerk Specialist, Student Activities Specialist, and secretarial career ladders, each based on need and requiring additional specialized experience and/or education. Advancement to Senior Clerical Specialist requires a working knowledge of the terminology and procedures used in the area of assignment, the ability to research and extract information from commonly used databases, troubleshoot problems encountered with customer service transactions, and coordinate projects of limited scope.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves as receptionist to a department or function. Greets visitors, staff or students in person or over the telephone, ascertains nature of business and provides standard information related to area of assignment. Answers incoming phone lines and routes calls to extensions for one or more individuals or a department.
- Types (keyboards) routine letters, memoranda, reports, work orders, requisitions or other materials from straight copy, rough drafts or verbal instructions. Assists with handbooks and other program material.
- Processes routine, frequently used documents of requiring basic knowledge handling procedures.
- Maintains records and alphanumeric files of documents processed for ready access. Ensures the timely distribution and receipt of a variety of records and documents.
- Compiles financial or statistical data from established documents and sources, and processes routine business transactions. May receive, document, and balance payments for registrations, supplies, or other services.
- Reviews, prepares, and enters information from documents into data entry screens to databases that have established formats and limited access.

- Assists others to assemble and organize materials for distribution such as, but not limited to, student transcripts and registration packets, class schedules, newsletters, and other general correspondence.
- May receive and process private student information. Maintains confidentiality of information processed or received during the course of performing assigned duties.
- May assist with setup of programs, workshops, meetings of program staff, District administrators, or the general public.
- Receives, sorts, and distributes incoming mail. Composes routine correspondence independently as appropriate.
- Performs other duties as assigned that support the overall objective of the position.

QUALIFICATIONS

Knowledge and Skills: The position requires basic knowledge of secretarial practices, general office procedures, filing, record keeping and receptionist and telephone techniques and etiquette. Requires basic knowledge of typical departmental procedures regarding information and document flow. Requires sufficient knowledge of and skill at accessing and using personal computer applications such as office productivity suites, business and student data entry formats, and e-mail. Requires sufficient math skill to compute sums, percents, and portions. Requires knowledge of English, grammar, spelling, and punctuation to prepare routine correspondence for internal distribution. Requires sufficient human relations skill to maintain harmony with peers and customers and portray a positive image of the organization unit and district.

Abilities: Requires the ability to perform the duties of the position efficiently and effectively, under general supervision. Requires the ability to learn, understand and apply district rules, regulations and policies. Requires the ability to operate standard office machines and equipment, including personal computers and keyboards, copiers, printers, etc. Requires the ability to maintain records and filing systems. Requires the ability to enter alphanumeric information to data entry screens. Requires the ability to prioritize workload to meet established deadlines.

Physical Abilities: The incumbent must be able to function indoors engaged in work of primarily a sedentary nature. Requires near vision to write and to read printed materials and computer screens. Requires hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about campus locations, and to reach work materials. manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

Education and Experience: The position typically requires a High School diploma supplemented by course work in general office skills and 1 year of experience in general clerical, data entry, and production keyboarding, or equivalent environment.

Licenses and Certificates: May require a valid driver's license.

Working Conditions: Work is performed indoors where minimal safety considerations exist.