

Senior Administrative Clerk (1368)
Task List

1. Reviews reference materials such as City rules, policies, and procedures, codes, regulations, manuals, files, and records by obtaining hard copies of such materials or conducting a search of these materials via the intranet or internet in order to locate required or requested information for staff, supervisors, management, liaisons from other City departments, and customers.
2. Collects and compiles department information or data pertaining to topics such as unit workload, operational issues, status updates of various assignments, and staff performance in order to provide routine or special verbal or written reports to a second-level supervisor or upper management.
3. Creates and maintains electronic and hard copies of various files within a standardized filing system by organizing such files alphabetically or numerically, coding information for data entry, establishing specific categories within the filing system, and establishing effective procedures for cross referencing information in order to ensure quick access to information needed and reduce the possibility for misfiled information.
4. Sorts through materials such as mail, computer printouts, or reports by reviewing the content to determine the correction location for filing or delivery of such materials either within the office or to individuals in other sections in order to ensure that documents and materials are filed in and delivered to the correct locations.
5. Delivers packages, mail, files, routine written reports and documentation to the necessary individuals either by foot, vehicle, or through the use of non-motorized wheeled trucks or carts.
6. Develops and designs standardized forms used for data collection, record keeping, and interoffice correspondence in order to maintain consistency in formatting, capture necessary information, and adhere to established policies and practices.
7. Maintains an up-to-date and accurate inventory of office supplies and equipment by tracking use of supplies and documenting user requests in order to ensure availability of supplies and equipment needed and maintain office productivity.
8. Maintains simple financial records by tracking expenditures, payroll data, financial reports and logs, and updating files or databases periodically in order to ensure accurate and up-to-date information for audit and accounting purposes and managerial monitoring.
9. Prepares materials for mailing by placing documents into envelopes, packaging materials for shipping, tagging bulk mail, inspecting materials for damage, and weighing and metering packages in order to ensure accurate delivery.
10. Repairs documents, books, manuals, and other printed materials using rebinding techniques and equipment such as spiral binding and paper binding.

11. Solicits information pertaining to upcoming meetings and events in order to prepare calendars, schedules, and agendas to ensure staff availability or unit coverage.
12. Maintains the confidentiality of sensitive data and information by placing confidential files in locked cabinets, password protecting electronic files, locking computer keyboard and screen, clearing desk of confidential documents, using confidential shredder or bin, and limiting the transfer of information to authorized personnel only.
13. Updates manuals and directories by editing data as policies, procedures, and information are amended in order to ensure consistency and adherence to current practices and procedures and accuracy of directory information.
14. Reconciles cash register tapes with activity and sales reports in order to ensure accuracy.
15. Compares data on computer generated copies with hard copies in order to verify accuracy, detect errors, identify duplicate information, and update documentation when discrepancies are identified.
16. Records correspondence, telephone calls, personal visits, and interactions with staff, representatives from City departments, customers, or members of public for record keeping purposes.
17. Records job related accidents and maintains illness logs and files in adherence with State and Federal laws and City or Department policies.
18. Monitors the storing, use and reprinting of agency forms to ensure availability.
19. Reviews accounts, statements, or payments to verify accuracy or compliance.
20. Counts materials, documents, or other items to ensure accuracy of receivables and deliverables.
21. Performs basic arithmetic in order to rectify supply orders, calculate service credits, calculate probationary extensions, payroll time adjustments or payouts, or petty cash reimbursements.
22. Documents, processes, and keeps up-to-date files related to timekeeping and employee works schedules.
23. Performs public functions including selling tickets, stamps, licenses, or other items, collecting payments, counting and giving correct change, and providing receipts for payments using a cash register.
24. Reconciles cash and checks in order to prepare bank deposits.
25. Prepares and issues permits, licenses, and certificates.

26. Prepares requests for reimbursements of expenses from data provided by others.
27. Processes and pay bills, or credit accounts for approved invoices in accordance with department policies or procedures.
28. Proofreads and edits documents containing written and numerical information, and other data entries in order to identify errors in written information, numerical data, or records and recommends edits necessary to correct.
29. Writes narrative descriptions of situations, incidents, cases, activities, or transactions, instructions or documentation for following procedures, routine memoranda or correspondence, and records narrative information on standard forms or in highly structured formats.
30. Reviews requests for information to determine the forms, records, or other documents needed to fill the request.
31. Prepares enrollment cards and other documents required in the administration of employee benefits programs.
32. Logs and records incoming forms, applications, or other triggering documents or requests in order to create new files upon receipt of information needed.
33. Reviews applications for employment, department special programs, permits, and licenses to determine applicant eligibility.
34. Drafts written correspondence to be hand delivered, sent via e-mail, or sent by mail as a response to routine and unique requests received either in-person, via e-mail, or over the telephone.
35. Types written correspondence, reports, memos, manuscripts, official documentation, or other materials from provided copy.
36. Enters coded data, numerical data, or other information into forms, charts, graphs, or tables using various computer programs such as Microsoft Office Suite, Google Sheets, or other proprietary programs.
37. Edits computer entries using a keyboard to correct errors in information, data, or records. Keyboards standard repetitive letters with keyboard shortcuts.
38. Extracts specific information or data from a variety of source including records, files, documents, websites, or personnel in order to combine the information obtained into a single comprehensive report.
39. Uses a personal computer (PC) to format documents, print documents, search for information needed on the internet/intranet or computer files, and saves and copies information to and from USB/flash drive, or computer drives such as L-Drives and S-Drives.

40. Fixes simple issues with peripheral equipment such as printers, copiers, and scanners by removing jammed paper, replacing toner, replenishing paper and other supplies.
41. Operates visual aid equipment such as laptops and projectors for use in presentations and meetings.
42. Operates interoffice communication systems such as intercom systems, two-way radios or similar communication systems.
43. Schedules appointments using a computer-based scheduling program such as Google Calendar or Microsoft Outlook, and records appointments on a planner, calendar, or time-sheet.
44. Schedules the use of facilities, equipment, and the preparation of materials needed for meetings, conferences, and related events including travel and accommodations.
45. Schedules maintenance and repair of office equipment, facilities, or grounds as needed.
46. Plans and prioritizes tasks to be completed to ensure proper time management and adherence to established deadlines.
47. Maintains files in accordance with established City records retention schedules to ensure proper handling of files including retention, destruction, or duplication.
48. Monitors "tickler", suspense or reminder files to ensure necessary actions and follow-up actions are taken in a timely manner to meet deadlines, provide requested information, and return calls and e-mails.
49. Determines the forms and procedures to be used in a report such as the accident and injury investigation form in order to document incidents as they occur.
50. Accepts or rejects requests, claims, or other items in accordance with established City and departmental guidelines, rules, practices or policies.
51. Estimates resources such as staffing levels, materials, equipment, supplies, or facilities needed to ensure productivity and completion of work.
52. Directs staff, coworkers, customers, and the general public to the appropriate work unit, location, department, or individual necessary to provide information needed.
53. Assists internal and external customers, the general public, and staff in completing required forms, applications, documents, or other paperwork.
54. Explains departmental programs, procedures, policies, regulations, and requirements to clients, customers, general public, and staff who are requesting specific services either verbally or in writing.

55. Interacts tactfully, effectively, and calmly with staff, clients, customers, and the general public in situations that provoke stress, anxiety, or conflict.
56. Uses a telephone to make, receive and transfer calls, listen to voice messages, and record and update out of office messages.
57. Reads, composes, and sends e-mail messages and attachments to internal and external customers, coworkers, supervisors, and upper management in order to provide and request information needed to carry on City business.
58. Interacts with internal and external customers and the general public for the purpose of explaining technical, specialized, or detailed information regarding City procedures in a way that is simplified and easy to comprehend.
59. Briefs staff or coworkers on tasks to be completed, emergency situations, or other current or sensitive situations in order to ensure consistency.
60. Dispatches inspectors, vehicles, or field crews in response to complaints or requests for service.
61. Directs, coordinates, and assigns the work of a small group of employees engaged in a variety of clerical activities in order to reach productivity goals and ensure an effective and efficient work unit.
62. Applies fundamental principles and practices of supervision, including motivating, training, counseling, disciplining, commending and evaluating the work of subordinates.
63. References pertinent City and Personnel Department rules, policies and procedures, including Equal Employment Opportunity (EEO) policies and Memoranda of Understanding (MOUs) provisions as they relate to subordinate employees.