

**City of Grass Valley
JOB DESCRIPTION**



Senior Administrative Clerk

Title: Senior Administrative Clerk

FLSA Status: Non-Exempt

Department: Various

Unit: 2/Classified Full-Time Position

Reports To: An assigned Department Director

Adopted: June 19, 2012

SUMMARY OF JOB PURPOSE

To perform a variety of responsible and sensitive administrative duties in support of a department director; to receive and respond to questions and inquiries from the public, other City departments and outside agencies; and to assist with a variety of administrative and technical special projects.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Administrative Clerk series. Positions at this level are distinguished from other classes within this series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the more complex duties, and by the nature of the public contact made. Employees perform the most difficult, sensitive and responsible types of duties assigned to classes within this series in support of a department director and may provide technical and functional supervision over assigned personnel as noted below. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned department director.

May exercise technical and functional supervision over assigned clerical staff, temporary employees and volunteers within the department.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks):

1. Perform a wide variety of highly responsible, complex and sensitive duties in support of a department director in the administration of an assigned department.
2. Receive and respond to calls and visitors with tact and diplomacy; research and respond to requests for sensitive information and assistance; resolve citizen concerns and complaints or forward to appropriate staff for resolution.
3. Maintain liaison between department director and department staff, other City staff, officials, staff of other agencies, and the public, to obtain and relay information and coordinate activities.
4. Type and proofread a wide variety of reports, letters, memoranda and statistical information; type from rough draft, verbal or recorded instruction; independently compose correspondence related to assigned responsibilities.

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5. Represent the department at staff and administrative meetings, committees, and related meetings.
6. Coordinate and make travel arrangements for a department director and department staff, maintain appointment schedules and calendars and arrange meetings, conferences, civic functions and special events.
7. Interpret, apply, and explain City policies, procedures, and administrative directives.
8. Participate in a variety of special projects, as assigned, in support of departmental functions and programs; collect, analyze and compile a variety of administrative and/or technical information and prepare reports of findings.
9. Develop, revise and maintain operating and administrative procedures.
10. Develop, maintain and archive a variety of files and records; maintain retention schedules for public records; track, compile and report activities and data.
11. Assist the general public, customers, companies, and/or City employees by telephone, email or in person; receive and respond to questions; explain rules, policies and procedures and provide fiscal information as appropriate; attempt to resolve complaints in an efficient and timely manner, referring matters requiring policy interpretation to supervisor for resolution; maintain a variety of confidential and sensitive information related to department operations.
12. Receive and review payroll for assigned department; identify and resolve discrepancies; research and respond to questions from staff regarding payroll; assist with recruitment activities, make testing arrangements and process personnel transactions for new hires, promotions and transfers; track performance evaluations.
13. Participate in budget preparation and administration; prepare cost estimates for budget recommendations, as assigned; submit justifications for budget items; monitor and control expenditures.
14. Run reports to identify delinquent accounts; review notes for account status and contact the financially responsible person/company directly to attempt collection of debt; research and review previous payment records.
15. Reconcile liability billings and receipts; reconcile and make adjustments to statements requiring detailed examination of accounts.
16. Review and prepare for processing of invoices, payment requests, and other accounting documents; review and resolve discrepancies.
17. Maintain various financial and/or statistical records; receive, review and research financial discrepancies.
18. Prepare a variety of documents, including but not limited to, legal documents, contracts, Council reports, Resolutions and Ordinances.
19. Assist in the development of departmental objectives, policies and procedures.
20. Provide administrative support in the seeking, application, oversight and administration of grants and contracts.
21. Prepare, distribute, and post agendas and minutes for a variety of meetings; may clerk meetings, as assigned.

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22. Provide lead support, as assigned, including assigning and reviewing the work of others, responding to the more technical and complex questions and/or situations.
23. May oversee the administration of office equipment lease/purchase, renewals, maintenance, and supply orders, including mandated forms.
24. May receive and post payments; prepare deposits and total accounts to general ledger or computer based spreadsheets and/or database; request refunds on accounts; develop and manage payment agreements.
25. May receive and maintain internal affairs interviews, use of force investigations and assist in scheduling employees for interviews on internal affairs and confidential issues, based on assignment.
26. May perform monthly reconciliation of various statements for utilities and agency expenses and claims.
27. Perform the duties of an Administrative Clerk I/II, as required.
28. When assigned to Police Department, position may be required to assist with 911 dispatch activities.
29. Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
30. Perform related duties and responsibilities as assigned.

QUALIFICATIONS

To perform this job successfully, an incumbent must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

1. Business English; letter writing formats and technical report preparation;
2. Advanced administrative support principles and practices;
3. Functions and organization of municipal government;
4. Pertinent local, State and Federal laws, ordinances and rules;
5. Advanced principles and practices of customer service;
6. Basic budget principles and practices, including a general knowledge of governmental accounting;
7. Principles and procedures of filing and record keeping;
8. Basic arithmetic;
9. Principles of basic research and statistical methods;
10. Modern office equipment and procedures including use of word processing and spreadsheet applications.

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Ability to:

1. Perform responsible and difficult administrative support work involving the use of independent judgment and personal initiative;
2. Interpret and apply administrative and City policies, procedures, laws and regulations;
3. Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities;
4. Analyze office operations and technical problems, evaluate alternatives and recommend solutions;
5. Maintain confidential data and information for executive staff;
6. Independently prepare a wide variety of correspondence, documents, spreadsheets and other materials;
7. Compile and maintain complex and extensive records; complete staff reports for oral and written communications;
8. Review documents for completeness and follow appropriate steps for the retention of records, files and documents;
9. Coordinate and follow through with a variety of special projects;
10. Effectively organize work, set priorities, meet deadlines, and follow up on assignments with minimal direction;
11. Communicate clearly and concisely, both orally and in writing, for the public and City organization;
12. Operate a computer using word processing and business software and other office equipment;
13. Perform the duties of a Records Clerk/911 Call Taker, when assigned to the Police Department (Individuals skilled and required to perform these duties may receive negotiated salary incentive);
14. Carry out the mission of the City and the Department maintaining adherence to the City's organizational values.

EDUCATION AND EXPERIENCE:

A typical way to obtain knowledge, skills and abilities to perform this job is:

1. Equivalent to completion of the twelfth grade and 3 years of increasingly responsible administrative support experience that included public contact.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Must have a valid State of California Class C Driver's License with an acceptable driving record to attend meetings, training, or classes.
2. Pass appropriate background check prior to hire date (due to cash management).

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LANGUAGE SKILLS

Ability to read, write and communicate in English at a level required for successful job performance. Effectively present information and respond to questions from managers, employees, and the general public.

MATHEMATICAL SKILLS

Ability to use and understand basic mathematical concepts such as: adding and subtracting.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in writing, orally or in diagram form; analyze and resolve problems involving a variety of situations, using standard industry and departmental processes and/or procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions; and interpret an extensive variety of regulatory or technical instructions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job the employee is regularly required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold and manipulate office equipment and talk and hear. The employee is occasionally required to carry up to 25 pounds alone. The employee may occasionally be required to stoop, crawl, crouch, balance or climb short distances. Specific vision ability required by this job includes close vision, color vision, peripheral vision, depth perception and ability to adjust focus with or without ocular aides.

WORKING ENVIRONMENT

The work environment is typical of an office setting with associated noise from office equipment, building HVAC, adjacent roadway activity and other employees.

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GENERAL

The City reserves the right to revise or change classification duties and responsibilities as the need arises. The description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: _____

Signature: _____

Date: _____