

CLERK I

DEPARTMENT : **POLICE, STREET, CODE ENFORCEMENT**
SALARY :
FLSA : **NON-EXEMPT**
CIVIL SERVICE : **INCLUDED**
BARGAINING UNIT : **TEAMSTERS LOCAL #238**

GENERAL STATEMENT OF DUTIES

Under the general direction of a department head or designee, using independent judgment, provides clerical support, recordkeeping and/or customer service support within one of the above departments. Work may be performed with limited supervision. No supervisory responsibilities.

EXAMPLES OF ESSENTIAL FUNCTIONS

(Illustrative Only)

These functions are considered essential for successful performance in this job classification:

1. Performs data entry, types correspondence and reports, cross-indexes and files documents and other materials.
2. May collect and compile statistical data manually and by a computerized system.
3. Greets the public; assists in answering incoming department phone calls and provides information based on knowledge of department and City policies, regulations and procedures or directs questions to proper person.
4. May collect fees and revenues, prepare receipts and maintain records of revenue/expense transactions.
5. May prepare and input payroll data, accounts payable purchase orders and pay vouchers and complete other financial reports.
6. In the Police Department, enters police cases on personal computer, assists general public, business people, attorneys and others at front counter, assists police officers with questions regarding cases and requests for records, performs criminal history checks, prints verification reports for insurance companies and balances money with receipts.
7. In Waste Management Department:
Sewer Maintenance: answers phones, dispatches and performs data entry for sewer back up calls/catch basins/manholes and for flood control; calls in locates for sewer digs, orders and dispatches cement, distributes locates for digging; performs tap readings and dispatches to maintenance personnel and sewer services. Code Enforcement: performs data entry for four Code Enforcement Officers, including but not limited to invoicing for code violations. Wastewater Treatment: performs data entry for the MP2 maintenance program, pretreatment plants, lift stations; dispatches alarms to operators on plant. Payroll/Accounts Payable/Miscellaneous: keeps track of benefit time and usage, labor and hours report; makes payroll adjustments and edits sheets according to Clerk's Office deadlines; files reports and time off slips; completes pay vouchers according to Finance Department deadlines; creates and updates spreadsheets; orders supplies.
8. Operates personal computer, calculator, fax machine and other general office equipment.
9. Communicates with and maintains effective working relationships with supervisors, coworkers, elected officials and the public.
10. Makes decisions in accordance with department and City policies and established regulations.
11. Works independently and with others with minimum supervision.
12. May work under strict time constraints.
13. Attends work regularly at the designated place and time.
14. Performs all work duties and activities in accordance with City, department and OSHA policies, procedures and safety practices.

15. Performs all other related duties as assigned.

REQUIRED KNOWLEDGE & ABILITIES

1. General knowledge of clerical functions, office procedures, terminology and equipment.
2. Ability to type at least 40 words per minute net of errors (verification of typing speed required); Microsoft Office skills including Word and Excel (verification may be required at a later time).
3. Ability to speak clearly and distinctly, write legibly, prioritize work, produce a quality work product within strict time lines, handle multiple tasks and exercise independent judgment.
4. Ability to perform general office services including using word processing and spreadsheet applications appropriate to assigned duties and responsibilities, enter and retrieve information on a computer and update records.
5. Ability to collect, analyze and present data from computerized reports in organized and understandable form.
6. Ability to answer questions and provide information to the public in person and over the telephone in a clear, concise and easily understandable manner.
7. Ability to maintain confidentiality regarding City records.
8. Ability to work with people from a broad variety of social, economic, racial, ethnic and educational backgrounds.

Additionally in Police Department Records:

1. Ability to multi-task and pay close attention to detail.
2. Ability to think and respond quickly to a variety of questions and situations and to triage and prioritize information presented at Police Department front counter or from police officers.

ACCEPTABLE EXPERIENCE & TRAINING

1. High school graduate/GED with prior clerical experience in an office setting; prefer additional education beyond high school in business clerical or related field.
2. Skilled in use of personal computer, Microsoft Word and Excel and able to learn specialized

computer software.

3. Excellent skills and customer service experience in handling people of all ages, economic, racial, ethnic, social and educational backgrounds.

ESSENTIAL PHYSICAL ABILITIES

The following physical abilities are required with or without accommodation.

1. Sufficient clarity of speech and hearing that permits the employee to communicate effectively with supervisors, other employees and the public.
2. Sufficient vision and manual dexterity that permits the employee to operate a PC and other standard office equipment, handle files and computer printouts, perform customer service duties and other clerical responsibilities.
3. Sufficient personal mobility that permits the employee to move from one work area to another.
4. Sufficient strength to safety lift and carry thirty (30) pounds short distances.

MISCELLANEOUS

1. The City of Waterloo will conduct a background investigation on any applicant being considered for this position. For those positions that have access to sensitive or classified information, a criminal history check including a fingerprint check is required.
2. Required to submit to and successfully pass Civil Service panel interview. May be required to participate in written examination depending on number of qualified candidates.

WORK SCHEDULE

For Police Department Records, current schedule is four 10-hour days 7:00 a.m. – 6:00 p.m. with rotating days off and one hour unpaid lunch. Will work alternate schedule until Records is fully staffed or schedule may revert to five 8-hour days as determined by supervisor.

For other departments, generally 7:00 a.m.-4:00 p.m. or 8:00 a.m.-5:00 p.m. Monday through Friday with one hour unpaid lunch. The City of Waterloo reserves the right to change these hours within the guidelines of the Teamsters contract. Limited overtime. May be assigned to work outside of regular schedule including weekends or evenings during emergency situations.