

CLERK II

DEPARTMENT : **CLERK' OFFICE/ POLICE/ ENGINEERING/WASTE MANAGEMENT**
SALARY : **See Contract**
FLSA : **NON-EXEMPT**
CIVIL SERVICE : **INCLUDED**
BARGAINING UNIT : **TEAMSTERS LOCAL #238**

GENERAL STATEMENT OF DUTIES

Staff support position responsible for performing a variety of difficult clerical tasks within one of the above departments requiring the use of independent judgement. The work is performed under the general direction of a department head or designee. May direct the work of lower level clerical or temporary employees.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

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

1. Performs data entry, types correspondence, reports and statistical data.
2. Collects and compiles statistical data manually and through the use of a computerized system.
3. Greets the public and answers incoming department phone calls as needed and provides information based on knowledge of department and City policies, regulations and procedures or directs call to proper person.
4. Performs minor bookkeeping and financial record keeping.
5. Collects fees and revenues, prepares receipts and maintains records of revenue/expense transactions.
6. May schedule and assign tasks to subordinate clerks and review their work for accuracy.
7. May prepare and input payroll data and other financial information.
8. May perform accounts receivable, accounts payable or banking functions.
8. Operates personal computer, typewriter, calculator, fax machine and other general office equipment.
9. May interpret technical data, review materials on a variety of projects and present facts and findings clearly and concisely to a supervisor, coworkers, City officials and the public.
10. May prepare written reports, complete forms and

keep files up-to-date.

11. Communicates with the public, City officials and coworkers by telephone and in person.
12. Works under strict time constraints and stressful conditions.
13. Works independently and with others with limited supervision.
14. Attends work regularly at the designated place and time.
15. Performs all work duties and activities in accordance with City, department and OSHA policies, procedures and safety rules.
16. Performs other duties as assigned by a supervisor or designee.

REQUIRED KNOWLEDGE & ABILITIES

1. Knowledge of Microsoft Office software, in particular Word and Excel (testing of skills will be done).
2. Thorough knowledge of clerical functions, office procedures, terminology and equipment including personal computer.
3. Ability to type fifty (50) words per minute net of errors (verification of typing speed required).
4. Ability to perform general office services, learn specialized computer software, develop computer-generated reports and keep accurate, thorough and updated 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 write legibly, prioritize work, produce a quality work product within strict time lines and handle multiple tasks.
8. Ability to work independently and with others with minimum supervision and to direct the work of other employees.
9. Ability to exercise independent judgment and to make decisions based on department policies, City ordinances and established regulations.
10. Ability to establish and maintain effective working relationships with supervisors, coworkers and the public.
11. Ability to work with people from a broad variety of social, economic, racial, ethnic and educational backgrounds.

ACCEPTABLE EXPERIENCE & TRAINING

1. High school graduate/GED with minimum one year business clerical, secretarial, bookkeeping or other closely related experience in an office setting; prefer additional education beyond high school in business clerical, accounting or closely related field.

OR

Any equivalent combination of experience and education that provides the knowledge, skills and abilities necessary to perform the work.

2. Skilled in use of personal computer and Microsoft Office software (verification of skills through testing arranged by the City of Waterloo Human Resources Office).

ESSENTIAL PHYSICAL ABILITIES

The following physical abilities are required with or without accommodation.

1. Sufficient speech and hearing that permits the employee to communicate effectively with supervisors, other employees and the public in person or by telephone.
2. Sufficient vision and manual dexterity that permits the employee to operate a personal computer and other standard office equipment, handle files, perform customer service duties and other clerical responsibilities.

3. Sufficient personal mobility that permits the employee to move from one work area to another.

MISCELLANEOUS

1. The City of Waterloo will conduct a background investigation including a review of past employers and references.
2. Required to submit to and pass Civil Service panel interview. May be required to participate in written examination depending on number of qualified candidates.
3. If position is filled as a promotional appointment, any regular employee who meets the minimum qualifications is eligible to apply for the position.

WORK SCHEDULE

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. Occasional overtime.

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