

CITY OF DAYTON



JOB TITLE: Clerical Assistant

CLASS: Non-Exempt

REPORTS TO: City Clerk/Treasurer or designee

STATUS: 32 - 40 hours per week

BASIC FUNCTIONS:

Under the direction of an assigned supervisor, perform a variety of clerical duties of above-average difficulty in an assigned area of the office; provide information and assistance to others as required.

REPRESENTATIVE DUTIES:

The following duties are typical for this position:

- Perform a variety of clerical duties of above-average difficulty such as posting records, making arithmetic computations and compiling and recording information from clearly indicated sources.
- Collect and compile periodic reports and perform special projects as assigned; maintain records of activities, customer comments and statistical data.
- Assist in preparing notifications to the public including, but not limited to updating website information
- Receive and receipt fees, fines and payments for tickets, permits, fines licenses and utility fees; post and balance accounts; communicate with accounting personnel as needed.
- Type correspondence, memoranda, reports, requisitions, forms and other documents; proofread and edit written materials as required; operate word processing equipment to enter data and generate letters, records and reports.
- Act as a receptionist; answer telephone and greet visitors; provide information and assistance to the general public, providing information on departmental and City policies and procedures as required; receive, sort and distribute incoming mail.
- Sort, file and maintain filing systems.

- Provide information and services to other City departments and personnel, various outside agencies and organizations and general public.
- Assist supervisor, department personnel and other clerical staff as assigned.
- Operate standard office equipment and machinery such as typewriters, fax machines, copiers and 10-key calculators.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Modern office practices, procedures and equipment.
- Basic research methods.
- Policies and objectives of assigned program and activities.
- City organization, operations, policies and objectives.
- Telephone techniques and etiquette.
- Operation of office machines including computer equipment.
- Record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Receiving monies and making change accurately.

Ability to:

- Perform general clerical duties of above-average difficulty efficiently.
- Determine appropriate course of action within defined guidelines.
- Learn and explain policies, procedures, rules and regulations.
- Operate a computer terminal to enter data, maintain records and generate reports.
- Operate a variety of office equipment such as fax machines, copiers, appropriate software programs and 10-key calculators.
- Perform basic math equations quickly and accurately.
- Understand and follow oral and written direction.
- Maintain records and prepare reports.
- Communicate effectively with others both orally and in writing.
- Learn specialized software systems including, but not limited to, utility software and website maintenance software
- Establish and maintain cooperative and effective working relationships with others.
- Provide a high level of excellence in customer-oriented services

MINIMUM QUALIFICATIONS:

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Graduation from high school or GED equivalent, supplemented by specialized training and/or college level coursework in general office practices or other related field is preferred.

Experience:

Two years of experience involving a high level of public contact including experience dealing with the public in a tactful and professional manner.

License or Certificate:

Possess a valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Environment:

Indoor environment; official may be exposed to noise and potentially hostile environments.

Physical:

Primary functions require sufficient physical ability and mobility to work in an office such as sitting for prolonged periods of time; to stand, stoop, reach, bend, kneel, squat; to lift and/or carry light weights; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and ability to operate a vehicle to travel to various locations.

Hourly pay scale:

Step 1/Entry - Minimum \$13.85 – \$16.62 (dependent upon knowledge and abilities)

Step 2/Successful Completion of Probation (6-mos) – 15%

Step 3 – 3% (1-year)

Step 4 – 3% (2-years)

Step 5 – 3% (3-years)

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Code Compliance Officer position and I certify that I can perform these functions.

Applicant Signature

Date

*Management has the right to add or change these duties of the position at any time.