
INTERMEDIATE CLERK

DEFINITION

Under general supervision, performs a variety of routine to moderately complex administrative, clerical and document management duties in support of departmental operations. Responsibilities include preparing and processing correspondence and records, maintaining databases, providing customer service, coordinating meetings and calendars, processing payments and performing other related work as required.

DISTINGUISHING FEATURES

Positions in this classification perform clerical and document processing work of moderate scope and complexity. Work in the class is distinguished from that of higher classes by the routine nature of the work performed and by the limited level of independent responsibility. Initially supervision and training are given in detail and as the incumbent becomes more capable, works with a higher degree of independence. Work in the class is distinguished from that of lower classes by the more advanced level and scope of duties involved.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Performs general administrative and clerical support, including preparing correspondence, forms, reports, and spreadsheets for a department or division.
2. Prepares a variety of materials including correspondence, reports, charts, spreadsheets and statistical data; composes routine correspondence or prepares draft documents for review
3. Creates, formats, and edits a variety of digital and print documents; maintains physical and electronic filing systems and ensures data accuracy and confidentiality.
4. Greets visitors and answers general questions; answers, routes and responds to telephone calls, emails and other inquiries in a professional and inclusive manner.
5. Schedules and coordinates meetings, trainings, travel arrangements and maintains calendars; tracks attendance and prepares supporting materials.
6. Processes invoices, travel authorizations, purchase requests, and reimbursement documentation; maintains accurate fiscal and vendor records.
7. Monitors and maintains office and program inventories, supplies and equipment; coordinates orders and deliveries; copies, collates and distributes information; opens, sorts and distributes mail.
8. Assembles and reviews information for various records, databases and reports; checks forms, records, reports, applications and other materials for accuracy, completeness, and conformity with established procedures.
9. Assists with budget and accounting functions such as tracking expenditures, verifying invoices, and reconciling petty cash or program funds; collects and records payments and/or maintain and process cash, credit card or check transactions and perform bookkeeping activities.

Other Duties:

1. May assist with various projects, programs, events or activities as assigned.

2. Performs other related work as required.

WORKING CONDITIONS

- Indoor office environment.
- Ambient office sounds and noises such as speaking, working office equipment and software.
- May occasionally travel to City work sites and locations to conduct work.

PHYSICAL DEMANDS

- Dexterity of hands and fingers to operate a computer keyboard, handle paperwork and operate office tools and equipment.
- Seeing to read a variety of materials.
- Sitting or standing for extended periods of time.
- Hearing and speaking to exchange information effectively in person, over the telephone, and through digital communication platforms.
- Bending, stooping or kneeling to access low storage or file cabinets.
- Lift, carry, push, and/or move materials and supplies weighing up to 10 pounds.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school or equivalent.

Experience: Two years of increasingly responsible clerical or administrative support experience involving data entry, public contact, recordkeeping, and the use of office software and information systems.

Knowledge

Knowledge of modern office practices, procedures and technology; recordkeeping, document management, and data protection principles; English usage, spelling, grammar and punctuation; business correspondence, presentations and report preparation; basic accounting and financial recordkeeping practices.

Ability

Ability to perform clerical and administrative duties with efficiency and accuracy; effectively operate a variety of modern office equipment including computers, digital communication tools, and office software proficiently; type from clear printed copy at a speed of 45 net words per minute; interpret and apply established policies, procedures and regulations compile and review information; prepare records and reports; work effectively under pressure and with frequent interruptions; use initiative and exercise independent judgement; establish and maintain accurate records; communicate effectively; establish and maintain effective working relationships with employees and the general public.

Other Requirements

Selected positions may be required to work rotating or irregular shifts, including nights, weekends and/or extended hours.