

SENIOR CLERK

DEFINITION

Under general supervision, performs a wide variety of complex administrative, clerical, technical and document-management duties requiring independent judgment and advanced knowledge of departmental procedures. Responsibilities include preparing and reviewing complex records and correspondence, maintaining and analyzing data systems, coordinating administrative processes, providing advanced customer service, assisting with budget and fiscal tracking, and serving as a resource to staff. May provide lead direction to clerical personnel and perform other related work as required.

DISTINGUISHING FEATURES

Positions in this classification perform advanced, highly responsible clerical, administrative and technical duties requiring considerable initiative, analytical thinking, and independent decision making. Incumbents may serve as subject-matter resources for departmental procedures, workflows, or data systems, and may provide lead direction for staff in lower classifications. Work in the class is distinguished from that of higher classes by the limited administrative and supervisory responsibilities. Work in the class is distinguished from that of lower classes by the level of independent responsibility and by the greater independence with which an incumbent is expected to operate. Incumbents are able to perform the full range of duties assigned with only occasional instructions or assistance as unusual or unique situations arise.

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 complex administrative, clerical, and technical support duties; prepares, reviews, and edits correspondence, reports, spreadsheets, presentations, and documents requiring advanced formatting and accuracy for a department or division.
2. Reviews, verifies, and processes complex forms, applications, contracts, or transactions; ensures compliance with applicable policies, procedures, and regulations; resolves discrepancies and identifies procedural improvements. Maintains and oversees physical and electronic filing systems; develops and implements document control practices; ensures data accuracy, confidentiality, and record retention compliance.
3. Coordinates meetings, training sessions, conferences, and calendar functions; prepares agendas, minutes, materials and follow up documentation; may manage scheduling for multiple staff or department.
4. Processes and monitors invoices, purchase orders, contracts, travel authorizations, reimbursements, and other fiscal documents; maintains detailed accounting records and assists in tracking budgets or program expenditures.
5. Maintains office and program inventories; oversees ordering and vendor coordination; may assist in establishing standardized office procedures and workflows.
6. Provides advanced customer service; responds to inquiries requiring detailed knowledge of departmental programs, practices and regulations and ensures appropriate distribution and release of confidential or sensitive information.
7. Collects and reviews information, compiles and interprets data, and prepares various reports and summaries.
8. 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
9. May provide lead direction and training for clerical employees; monitors workflow and assists with prioritizing assignments; reviews work for completeness, accuracy and adherence to standards.

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: Three years of increasingly responsible clerical or administrative support experience involving data entry, public contact, recordkeeping, and the use of office software and information systems. and advanced document-preparation or records-management tasks.

Knowledge

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

Ability

Ability to perform complex 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 50 net words per minute; interpret and apply established policies, procedures and regulations; maintain confidentiality and handle sensitive information appropriately; interpret and analyze information; prepare complex records and reports; perform arithmetic calculations; 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, management and the general public.

Other Requirements

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