

GENERAL OFFICE CLERK I (GRANT FUNDED)

DEPARTMENT: All
 REPORTS TO: Director of the Department
 EXEMPT/GRADE: Non-Exempt / Grade 18

DEFINITION

Under direct supervision, the General Office Clerk I performs routine clerical tasks, data entry, word processing, record keeping, customer service, filing and basic verification tasks. May also collect, review, scan, and organize documents for a project involving conversion of paper files to electronic files.

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES

- Enters, edits, and retrieves data from computer system, following established formats, and reviews documentation for accuracy.
- Performs office support activities such as opening and sorting mail and processing outgoing mail.
- Receive and prepare incoming files for scanning.
- Scan various documents, including reports and files for electronic retention purposes.
- Process and organize scanned documents in various formats for retention on network and local drives.
- Inspect quality to ensure documents are readable. Ensure files are properly classified, named, and saved in corresponding drives
- Maintain records of documents retrieved, scanned, saved, and destroyed.
- Assists in maintaining various office files; reviews and organizes materials, forms and verifications.
- Files correspondence, reports, memos, documents, etc. in accordance with established filing system.
- Updates and monitors tracking spreadsheets for accuracy.
- Performs basic eligibility verifications and makes inquiries directly to clients and landlords.
- Receives and responds to telephone calls and e-mails.
- Generates routine letters, memos, correspondence, reports, forms from draft.
- Provide administrative assistance as needed, performs related work as required.

QUALIFICATIONS

- Graduation from high school or equivalent.
- Six months of general administrative experience in an office environment.
- Desirable but not required experience: residential housing rental environments; handling employee files, legal documents, or medical documents
- Or an equivalent combination of education, training and experience as determined by Human Resources.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of functions, basic organization and procedural constraints related to the operation.
- Knowledge of office administrative procedures, systems, and equipment.
- Knowledge of correct English usage, including spelling, grammar, punctuation, vocabulary, and basic mathematics.
- Ability to operate office equipment such as copiers, personal computers, scanners, facsimile machines, printers, and other equipment.
- Ability to type accurately at a speed sufficient to complete assigned work in a timely manner.
- Ability to gather and organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Ability to communicate tactfully and effectively in both written and verbal form.
- Ability to maintain effective, professional working relationships with staff, co-workers, clients, other agencies, and the public.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work in an office setting, frequently operate standard office equipment including computers, printers, scanners, telephones, copiers, and calculators.
- Stamina to sit for extended periods of time; vision to read printed materials; hearing and speech to communicate in person or over the telephone.
- Ability to lift, carry, push, and pull materials and objects up to 25 pounds.
- Frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.