



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Approve Amended Class Specifications in Clerical Series.

MEETING DATE: Juna 5, 1991

PREPARED BY: Joanne Narloch, Personnel Director

RECOMMENDED ACTION: The City Council approve the attached class specifications (Exhibits A & B) for Administrative Clerk 1/11, **aid Administrative Clerk III.**

BACKGROUND: Late last year *the* Council authorized a classification study for clerical positions. The major portion of that **study** was implemented in March 1991. The final report recommends revisions to the current specifications to provide more accurate and **current** descriptions of **the** classifications' duties and requirements.

FUNDING: None required.

Joanne Narloch (moe)
Joanne M. Narloch
Personnel Director

JMN/la

CC04/TXTA.04P

APPROVED: _____

Thos. A. Peterson

THOMAS A. PETERSON
City Manager



RESOLUTION NO. 91-95

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A RESOLUTION OF THE LODI CITY COUNCIL
APPROVING THE AMENDED CLASS SPECIFICATIONS
FOR ADMINISTRATIVE CLERK 1/11, AND ADMINISTRATIVE CLERK III.

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RESOLVED, that the Lodi City Council does hereby approve the amended class specifications for Administrative Clerk 1/11, and Administrative Clerk 111, as shown on Exhibits A and B attached hereto.

Dated: June 5, 1991

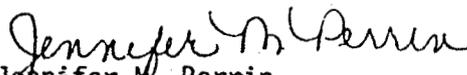
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I hereby certify that Resolution No. 91-95 was passed and adopted by the Lodi City Council in a regular meeting held June 5, 1991 by the following vote:

Ayes: Council Members - Pennino, Pinkerton, Sieglock and Snider

Noes: Council Members - None

Absent: Council Members - Hinchman (Mayor)


Jennifer M. Perrin
Deputy City Clerk

for Alice M. Reimche
City Clerk

ADMINISTRATIVE CLERK 1/11DEFINITION:

To provide a variety of routine to moderately difficult office support to various City departments and offices, which may include public contact, providing information, recordkeeping, specialized processing related to the department to which assigned, typing, word processing, and establishing and maintaining file systems; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

Administrative Clerk I is the entry level of the City's office series. Incumbents learn and perform a variety of office support and general clerical duties requiring the acquisition of knowledge of departmental and City procedures. This class is flexibly staffed with Administrative Clerk II, and incumbents normally advance to the higher level after gaining experience and achieving proficiency which meet the requirements for Administrative Clerk II.

Administrative Clerk II is the fully qualified, journey level class of this series, competent to perform a variety of office support and clerical duties. Positions are characterized by the presence of guidelines from which to make decisions, and the availability of supervision to resolve non-routine problems encountered.

SUPERVISION RECEIVED AND EXERCISED:

Administrative Clerks I initially receive close supervision. As experience is gained, there is greater independence of action within established guidelines. Administrative Clerks II work under general supervision from higher level clerical staff, or professional or managerial personnel.

Administrative Clerk II may direct the work of part-time or temporary clerical staff, but is not considered a lead level of classification.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Performs a variety of support duties related to the work unit to assist staff in various office and public activities.
- Serves as receptionist; receives and screens callers and visitors; provides information regarding City or unit practices and procedures to a variety of parties and the general public.
- Gathers information from individuals or reference sources to complete and process various forms, records and applications; and contacts individuals to obtain additional information.
- Enters and retrieves data from on-line or stand-alone computer systems, following established formats; operates computer systems to generate reports and perform other automated processes; performs various file maintenance activities related to computer systems.
- Maintains records and processes forms, such as time records, purchase requisitions and orders, and others specific to the organizational unit, posts and transcribes data, prepares and updates a variety of reports, which may require the use of routine arithmetic calculations.
- Establishes and maintains office files, and researches and compiles information from such files.
- Types correspondence, reports, forms and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes, dictated tapes, or brief instructions, using a typewriter or word processor.

EXAMPLES OF DUTIES (continued):

Proofreads and checks typed and other materials for accuracy, completeness, compliance with departmental policies, and correct English usage including grammar, punctuation, and spelling.
Copies, assembles and distributes reports and other written materials.
Collects fees, issues receipts, adds **sums** of figures, and performs related basic computations.
Performs such office support activities as opening and distributing mail, processing outgoing mail, and ordering office supplies.

MINIMUM QUALIFICATIONS

Knowledge of:

Level I:

Basic office practices and procedures, including filing and the operation of standard office equipment.
Correct English usage, including spelling, grammar, and punctuation.
Basic business arithmetic.

Level II (In addition to the requirements of the I):

Business letter writing and the standard format for typed materials.
Policies, procedures, processes and forms related to the department to which assigned.
Basic business data processing principles and the use of word processing equipment.

Ability to:

Level I:

Develop and maintain effective working relationships with those contacted in the course of the work.
Understand and carry out oral and written instructions.
Maintain accurate records and files.
Make accurate arithmetic calculations.
Perform detailed clerical work accurately.
Type accurately at a net rate of **45** words per minute from printed copy.
Maintaining attention to detail despite interruptions.
Communicating tactfully and effectively with the public.
Learn specialized processing, procedures and office support tasks related to the department to which assigned.

Level II (In addition to the requirements of the I):

Organize and maintain office files.
Compose routine correspondence from brief instructions.
Use initiative and sound independent judgement within established guidelines.
Operate standard office equipment including a word processor and centralized telephone equipment.
prioritize work and coordinate several activities simultaneously.

EDUCATION AND EXPERIENCE:

Any combination equivalent to education and experience that would likely provide the required **knowledge and abilities** would be qualifying. A typical combination is:

Level I:

Education:

Equivalent to completion of high school including completion of specialized clerical coursework.

Level II (In addition to the above):

Experience:

Two years of responsible journey level clerical experience at a level equivalent to the City's Administrative Clerk I.

LICENSES AND CERTIFICATES

Specified positions must possess a valid Driver's License (class C) issued from the California Department of Motor Vehicles.

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ADMINISTRATIVE CLERK III**EXHIBIT B**DEFINITION:

To provide difficult, complex and specialized office support to various City offices; to provide lead direction and training to a small group of Administrative Clerks I/II or related staff; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

This classification performs the more complex and difficult clerical and office support work requiring specialized knowledge and skills related to the department in which assigned, and the use of a high degree of independent judgement, and/or functions as a lead worker in the Administrative Clerk class series. Specialized knowledge may involve functioning as an advisor to higher level personnel on City practices or procedures.

SUPERVISION RECEIVED AND EXERCISED:

This classification works under the general supervision of managerial staff, or higher level clerical staff. Instructions received are generally in the form of objectives and desired end results; work review is based on end results, and details of accomplishment are left to the incumbent.

Incumbents in this classification may function as lead workers over a small group of administrative clerks and related staff, including planning, prioritizing, assignment, and review of work, providing training and instruction, correcting work in progress, and providing informal counseling and feedback to employees regarding work issues.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Researches and assembles complex information from a variety of sources for the completion of forms, the preparation of reports, or special projects.

Provides information to the public, City staff, and others that requires the use of significant judgement and the interpretation of policies, **rules** or procedures.

Performs various technical processing of forms, applications or procedures requiring in-depth subprofessional knowledge of the department's functions.

Provides lead direction, training, and work review to a small group of administrative clerks or closely related classifications.

Sets priorities, assigns and monitors task completion to ensure coordination and completion of assigned work.

Makes arithmetical or routine statistical computations related to department operations, payroll, and budgets; collects fees, and issues receipts.

Performs a variety of support duties related to the work unit to assist staff in complex subprofessional office activities.

Oversees or performs the establishing, organizing and maintenance of complex departmental filing systems and records.

Types complex and sensitive **correspondence**, reports, forms and specialized documents from drafts, notes, dictated tapes, or brief instructions using a typewriter or word processor; may compose routine correspondence and **brief** reports.

proofreads and checks typed and other materials for accuracy, completeness, and compliance with departmental policies and regulations.

EXAMPLES OF DUTIES (continued):

Enters and retrieves data from an on-line computer system, including generating reports from established menus, and advising others on routine system operations.
Attends to a variety of office administrative details such as ordering supplies, arranging for the repair of equipment, transmitting information, and Keeping reference materials up-to-date.
May act as a receptionist, receiving, screening and directing callers, and making appointments.
Reviews computer produced reports for accuracy and makes corrections.
operates a variety of standard office equipment.

MINIMUM QUALIFICATIONS

Knowledge of:

Lead worker principles and practices.
Office management practices and procedures, including filing systems and the operation of standard office equipment.
Formats and materials for typed materials.
Basic business arithmetic, including percentages, decimals, and fiscal recordkeeping.
Correct English usage, including spelling, grammar, and punctuation.
Policies and procedures related to the department to which assigned.
Basic business data processing principles and the use of word processing and other common commercial software.

Ability to:

Provide training and lead direction to others.
Organize, prioritize and coordinate work activities.
Read and interpret rules, policies, and procedures.
Organize, research and maintain office files and records.
Deal tactfully and effectively with those contacted in the course of the work.
Make arithmetic calculations with speed and accuracy.
Compose routine correspondence from brief instructions.
Use initiative and sound independent judgement within established guidelines.
Operate standard office equipment including word processing and centralized telephone equipment.
Type accurately at a net rate of 45 net words per minute from printed copy,

EDUCATION AND EXPERIENCE:

Any combination equivalent to education and experience that would likely provide the required knowledge and abilities would be qualifying. A typical combination is:

Education:

Equivalent to completion of high school including completion of specialized clerical coursework.

Experience:

Two years of responsible journey **Level** clerical experience at a level equivalent to the City's Administrative Clerk II.

ADMINISTRATIVE CLERK II

LICENSES AND CERTIFICATES

Possession of a valid Driver's License (class C) issued from the California Department of Motor Vehicles.

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