



Job Description

Job Title: Clerk
Hourly Rate: \$15.00 Hour
Status: Non-exempt
Updated: June 22, 2021

Specific duties depend on the department

GENERAL DESCRIPTION:

Performs highly responsible clerical/technology work under the direction of the director/supervisor. Work involves handling correspondence, documents, answering telephone, and customer service functions. Assists division staff with special projects and other supportive duties.

RESPONSIBILITIES:

- Serves as clerk/receptionist
- Answers a multi-line telephone, routes calls to other appropriate personnel, takes messages.
- Handles customer correspondence, complaints, and inquiries.
- Sets up and maintains files and or records for the department.
- Sorts, processes and distributes incoming mail.
- Scans information into the computer.
- Performs typing and or word processing functions including data entry.
- Performs related work as assigned or works on special projects as assigned.
- Uses personal computer to create, edit, and review documents.
- Performs all other related duties and may be reassigned to other departments for other departmental duties and tasks.
- Assists appraisers as required.
- Makes short trips to the Courthouse to pick up necessary documents for the Department.
- Understands and supports safety standards as required by the job; keeps the workplace clean and safe.

JOB QUALIFICATIONS:

- High school degree and or equivalent (GED). Some college helpful.
- General office procedures (prior customer service is a plus).
- Ability to effectively work multi-line telephone.
- Proficiency with Microsoft Word and Excel use of scanner technology and filing of scans.
- Type 45 wpm.
- Ability to manage work time effective/efficiently in order to complete assignments within designated time periods.

- Establish and maintain effective working relationships with peers, professionals, and management.
- Communicate effectively verbally, in writing and on the telephone.
- Bi-lingual in Spanish preferred but not mandatory

PHYSICAL DEMANDS:

Position requires sitting, walking, bending, squatting, leaning, twisting, stretching arms, and climbing up and down stairs. Also, using arms, wrists and fingers perform data entry or typing at computer keyboard.