

City of Mission Job Description

Job Title: **Clerk Typist**



Classification: **Non-Exempt**

Department: Community Development

Division:

Supervisor: Community Development Director

Effective: 03/01/2011

I. JOB SUMMARY

The individual will receive phone calls and visitors to the Community Development Department, determine the nature of the business and direct phone calls or visitors to appropriate destination. Will compile data and operate a typewriter, computer, and other standard office machines/equipment such as: adding machine, calculator, postage meter machine, telephone, copy machine, and fax machine. Will perform routine clerical duties such as typing reports, minutes, and letters. Will schedule appointments, give information to callers or visitors to the office, transcribe information from taped recordings, file correspondence and other documents, address enveloped or packages by hand or with typewriter. Mail public hearing notices and/or letters to be routed or mailed. Date, stamp, and/or log in incoming correspondence as directed. Conducts initial interviews with housing applicants. Assist applicants in filling out applications for housing assistance programs. Place calls or correspond with credit bureaus, employers, to verify personal references, to check contractors, and applicant's credit and personal references. Verify credit limits, considering such factors as applicant's assets, credit experience, and personal references, based on predetermined standards. Notify applicants of acceptance or rejection of the request for assistance. This position has no supervisory responsibilities. Individual will be assigned other duties as needed by the department head/supervisor.

II. EDUCATION REQUIREMENT

- High school diploma or G.E.D.
- One (1) year successful experience in secretarial and clerical work.
- Proficient in working with a personal computer, typewriter, ten key calculator, internet, E-mail, and general office equipment.
- Working knowledge of Microsoft Word, Excel, and bookkeeping procedures.
- Must be able to type 45 words per minute and have good filing skills.
- Must be able to communicate proficiently in the Spanish and English language.
- Must have oral and written communications skills in English to at least the 12th grade level and be proficiency in spelling.

III. EMPLOYMENT REQUIREMENTS

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a drug, physical, and pre-placement screening administered by the City of Mission doctor at the City's expense.
- Applicant must have a neat and professional appearance.
- Applicant must meet all other department and City employment standards.



IV. SKILL AND ABILITY REQUIREMENTS

- Ability to follow a firm work schedule as directed by supervisor.
- Ability to compute, maintain and prepare complex records correctly, insuring confidentiality.
- Ability to speak and write clearly and accurately.
- Ability to establish and maintain effective working relationship with the general public, supervisor, and co-workers.
- Neat and professional in appearance.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to make decisions based on verifiable criteria.
- Ability to read and interpret documents such as safety rules and city policy procedures.

V. ESSENTIAL JOB FUNCTIONS

- Process all departmental billings ensuring that established procurement procedures are adhered to.
- Make all necessary travel arrangement for departmental staff.
- Must maintain all departmental employee records.
- Answer telephone with clear, courteous, and business voice, plus direct the calls to the appropriate destination.
- Receive visitors, answer questions as appropriate and direct to appropriate destination.
- Keep an accurate log of visitors and incoming information as directed.
- Answer telephone with clear, courteous, and business voice, and directs the calls to the appropriate destination to expedite response.
- Keep an accurate log of calls received and long distance calls placed.
- Sort and file letters and other documents daily.
- Copy documents, utilizing office copying/duplicating equipment, as directed.
- Type letters and other documents as requested and within the time frame specified by supervisor.
- Receives, sorts, stamps with time and date incoming correspondence and distributes mail, packages, and other correspondence within the office.
- Transcribes information from taped recordings.
- Enter data into computer as directed.
- Prepares letters and packages for mailing.
- Conducts initial interviews with housing applicants.
- Fills out applications for applicant.
- Call and write to credit bureaus, employers, verify personal references and check credit and personal references.
- Verify credit limit, considering such factors as applicant's assets, credit experience, and personal references, based on predetermined standards.
- Notifies customers by mail of acceptance or rejection of application.

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- Prepares loan packages for the review by the Grants Administrator.
- Locate and attach appropriate file to correspondence to be answered by the Grant Administrator.
- Maintains applicant's log and progress files.
- Assist customer in filling out loan application.
- Process information and documents pertaining to applicants in a confidential manner.
- Perform job with special attention placed on good public relations, safety, and proper office procedures in compliance with city personnel policies.
- Maintain and update files on applicants as directed.
- Schedule meetings, post notices, call members and clients as directed.

VI. NON-ESSENTIAL JOB FUNCTIONS

- Assist with annual C.D.B.G. project meetings and other events when needed.

VII. EQUIPMENT/MATERIALS

General office and safety equipment/materials to include but not limited to the following:

- Telephone
- Personal computer, Key board, Mouse, Computer software
- Copy machine, Fax machine, Typewriter, Printer, Paper cutter, Postage meter,
- Ten key calculator, Manual hole puncher
- Stapler, rulers, Transcribing machine
- Pens, pencils, highlighters
- Compact disc. & diskettes, Tape recorder
- Policy & procedure handbook

VIII. WORK ENVIRONMENT

Exposures to the following environmental conditions are required for this job.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			
Extreme Noise	X			



XI. MANUAL DEXTERITY

Gross and fine finger dexterity is required to perform essential job functions. Gross hand manipulation is performed to grip a series of files and reposition a keyboard to different computer stations. Fine finger dexterity is required to hand write notes and to input data to computer.

X. PHYSICAL DEMAND ANALYSIS

MATERIAL HANDLING ACTIVITIES

Tasks	Weights	Frequency	Performance
LIFTING	Up to 5 lbs	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6-10 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs	O	Stacks of books, binders, boxes from floor to waist level.
	51-75 lbs	N	
	76-100 lbs	N	
	Over 100 lbs	N	
CARRYING	Up to 5 lbs	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6-10 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs	O	Stacks of books, binders, boxes from floor to waist level.
	51-75 lbs	N	
	76-100 lbs	N	
	Over 100 lbs	N	
PUSH/PULLING	Up to 5 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	6-10 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	11-20 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	21-25 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	26-50 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	51-75 lbs	N	
	76-100 lbs	N	
	Over 100 lbs	N	

N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%

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NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	O	Use three step stool or six step ladder to retrieve materials, books, files, or office supplies from upper shelves and building entrance stairs.
BALANCING	C	Telephone, books, files, binders, folders, pens, pencils, papers, stapler, stapler remover, paper clips, envelopes, markers.
STOOPING (bending at waist)	F	Open file drawers to retrieve files below waist level sitting or retrieve, books from floor area or pickup materials that fall down from floor area.
KNEELING (one or both knees)	O	Retrieve things that fall on the floor, retrieve files from lower filing cabinets, or as needed to plug into electrical outlets.
CROUCHING (bending at hips/knees)	F	Filing and lifting boxes, open file drawer at bottom section, to clear space removing a box on floor area, or empty boxes of computer paper and stacking them.
CRAWLING	O	Under desk to plug computer, tower, and printer.
REACHING	C	Open drawers and retrieve files and documents, partial to full arm extension, reach above head to retrieve supplies, to answer telephone, type letters, retrieve books and binders, using computer mouse.
TWISTING/TURNING (rotation)	C	180 degrees at waist level to access printer, retrieve files, materials, office supplies, assist the public, sitting at desk within work station, answering the telephone, typing, opening drawers, sitting and standing up to 180 degrees at neck, waist and shoulder level.
HANDLING (manipulated objects)	C	Boxes of files, clerical supplies, telephone, ink cartridges, pens, pencils, papers, folders, and calculator to relay and procure information, using computer mouse, both hands to grip files and books exerting moderate force.
FINGERING (finger dexterity)	C	Typing letters and reports on computer key board or typewriter, using 10 key calculator by touch, hand writing messages and notes, inputting data in computer, statistical reports, filing, and reviewing files, and using computer mouse, rolodex, tape dispenser.
STANDING	C	Making copies, filing, sorting mail, greeting the public, faxing documents, retrieve clerical supplise, books at shoulder level, opening file drawers, pick up and deliver documents.
SITTING	C	Typing letters and reports on computer key board or typewriter, attending meetings, sorting mail, answering telephone, greeting the public, reviewing files and other paper work, opening drawer to retrieve files.
WALKING	F	Retrieve paperwork within office and other offices within department up to 50' walking to copy room to make copies, within office doing job duties, walking to storage area, walking to bathroom, meetings, employee lounge, to file room for filing employee information.
GRASPING (whole hand activities)	C	Office supplies, equipment, file boxes, reams of paper, telephone, files, books, pens, pencils, letter opener, stapler, stapler remover, file drawer, papers, computer keyboard and mouse, letter stand, ruler, tape dispenser, filing baskets.

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I, _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Applicant Signature

Date