

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

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**Class Title:** Administrative Clerk

**Class Code Number:** 0010

**Position Designation:** Clerical/General

**Division:** Any

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### General Purpose of Position

The purpose of this position is to provide routine administrative support to a Division/Department including clerical and customer service duties. This position reports directly to a Division/Department Manager and may be given assignments involving reporting responsibility to others designated by the Division/Department Manager.

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### RESULTS STANDARDS

Results Standards set guidelines for the quality and correct procedure expected when performing any task for the City of Big Bear Lake.

- I. Customer Service:**  
Government service is provided in a professional and effective manner with an emphasis on responsiveness and accessibility to both employees and the public.
- II. Professionalism:**  
Job duties are consistently performed in a legal and ethical manner consistent with the code of conduct and standards applicable and appropriate to the position and particular specialized area.
- III. Production:**  
Employee labor products are of high quality and are produced in a timely and cost-effective manner.
- IV. Critical Thinking:**  
Decisions are made utilizing appropriate problem identification, analysis, and evaluation processes with a continual emphasis on innovation, ethics, and professionalism.
- V. Teamwork:**  
Goals common to the organization are achieved through cooperation, coordination, and the development of professional relationships.
- VI. Professional Development:**  
Employees are empowered to perform their jobs at the highest level and are encouraged to improve both personally and professionally. The overall quality of professionalism in the organization is improved through commitment, training, involvement, and education.
- VII. Leadership:**  
Efficiency, effectiveness, and teamwork are promoted by all employees. The values of the City are properly communicated through the behavior of organizational leaders in a manner appropriate to their position.

### FORMAT

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**Result Statements:** (in bold) describe common results expected of the Division or results specific to a particular position.

Performance Standards (preceded by a ) describe the specific manner in which the associated Result Statement is achieved by this position. Multiple Performance Standards can be associated with each Result Statement and define the expectations for employee performance.

**A. Administrative support is provided to maintain the routine operations of the Division/Department.**

- Accurate and appropriate information is provided to the public.
- Phone calls are answered in a professional manner and routed to appropriate parties.
- Regular communication is maintained with other Divisions/Departments and/or appropriate agencies or parties.
- Routine clerical support is provided to the Division/Department as directed by the Division/Department Manager.
- Correspondence is prepared and posted as directed by the Division/Department manager.
- Incoming calls are screened and necessary information is provided to facilitate the effective operation of the Division/Department.
- Records are maintained in a professional and orderly manner.
- Routine cash transactions with the public, involving the collection of required fees, are completed in accordance with applicable City procedures.
- Assistance is provided to the public in obtaining required forms, applications, or other paperwork.
- Purchase orders, check requests, and other required internal forms are completed as directed in accordance with City procedures.
- Inventory records are kept and supplies are ordered as necessary to maintain the operations of the Division/Department.
- Time cards are distributed, collected, reviewed for accuracy, and prepared for payroll in accordance with mandated Federal guidelines.

**B. Special projects are completed for the Division/Department Manager.**

- Research is completed in a timely manner.
- Data entry, database administration, and/or minor bookkeeping tasks are performed in the preparation and administration of the budget.
- Reports and other projects are completed as directed by the Division/Department Manager.
- Clerical support is provided as directed by the Division/Department Manager.

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**C. The policies, procedures, and productivity of the Division/Department are improved.**

- Regular feedback and suggestions are provided in an appropriate manner to management.
- Appropriate training is sought out and attended with management approval.
- Additional duties are sought out and performed with manager approval in order to increase the professionalism, effectiveness, and/or overall quality of the Division/Department.

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### Qualifications

**Education:** A high school diploma or equivalent is required.

**Experience:** One year experience working in an administrative capacity for a public sector Division/Department or similar organization is required.

### Knowledge, Skills, Abilities, and Personal Characteristics

A general knowledge of standard office equipment (including a PC) and practices is required. The individual should have a good command of English usage, spelling, grammar, punctuation, basic arithmetic, and telephone etiquette. This position requires the ability to type 45 WPM accurately.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have good verbal and written communication skills, work well under pressure, be proactive, flexible, and cooperative. The individual should also be accurate, timely, and discreet.

### Tools

This position requires the use of a PC, word processing and spreadsheet software, and standard office equipment.

### Physical Requirements

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone, and other standard office machines. This position may require the operation of a motor vehicle.