

CITY OF JONESBORO

JOB TITLE: Records Clerk CITY HALL - RECORDS

JOB DESCRIPTION

POSITION: Records Clerk
REPORTS TO: City Administrator
OVERVIEW: The purpose of this position is to perform receptionist and clerical duties at City Hall. Responsibilities include answering the telephone and dealing with general inquiries, meeting and greeting all visitors, providing them with information, scheduling appointments and acting as liaison between department personnel and callers. Reviews and processes incoming mail and records information and distributes copies of records to appropriate City departments and outside agencies. Reports to the City Administrator.

Salary: **\$10.50 per hour – Part Time**

GENERAL STATEMENT OF JOB

The purpose of this position is to perform receptionist and clerical duties at the City Hall. Responsibilities include answering the telephone and dealing with general inquiries, meeting and greeting all visitors, providing them with information, scheduling appointments and acting as liaison between department personnel and callers. Reviews and processes clerical items for City Hall, and records information and distributes copies of records to appropriate City departments and outside agencies. Reports to the City Administrator.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

- Receives callers, determines their reasons for visiting the office, and provides required information to citizens according to department procedures.
- Notifies department personnel of callers' names and other relevant information and, when so instructed, schedules appointments.
- Answers the telephone and deals with general inquiries; directs calls to the appropriate member of staff and, when necessary, takes detailed messages.
- Receives, sorts and distributes incoming mail and packages.
- Prepares outgoing mail and general mail outs with correct postage.
- Ensure the reception area is a safe and attractive area for all members of staff; maintain and regularly update leaflet displays and notice boards in the reception area.

- Provides general clerical support: types correspondence reports and documents, filing and sends faxes.
- Collects money for various licensing/fees at City Hall.

ADDITIONAL JOB FUNCTIONS

- Provides clerical assistance as directed.
- Maintains various event logs/statistics.
- Performs other duties as required.

MINIMUM TRAINING AND QUALIFICATIONS

High School diploma or GED with one or two years' experience in general office and secretarial work or related area; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position.

FLSA STATUS: Non-exempt

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of automated office machines, which may include a computer, printer, typewriter, facsimile machine, copier, calculator, or telephone. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds frequently. Physical demand requirements are at levels of those for sedentary work. Must be able to lift and/or carry weights of twenty to forty pounds.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures. Requires the ability to write reports and essays with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand relatively complex principles and techniques, to make independent judgments in absence of supervision, and to acquire knowledge of topics related to primary occupation.

VERBAL APTITUDE: Requires the ability to record and deliver information, to explain procedures, and to follow verbal and written instructions.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas, add and subtract totals, multiply and divide, determine percentages, and determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment and recording devices.

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MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people beyond giving and receiving instructions. The worker needs to relate to people in situations involving more than giving or receiving instructions such as in interpreting assignments and instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).