



## CITY OF ELOY, AZ JOB DESCRIPTION

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<b>TITLE:</b>	<b>Clerical Assistant</b>	<b>JOB CODE: 1002</b>
<b>EFFECTIVE:</b>	<b>July 1, 2007</b>	<b>FLSA: Non-Exempt</b>

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**Summary:** Under general supervision, performs basic clerical and administrative duties for an assigned department; duties may vary according to work assignment.

**Essential Job Functions:** *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Answers incoming telephone calls and directs the caller to the correct person or work group, or takes and relays messages as appropriate.
- Performs clerical and administrative duties, including data entry, record keeping, preparing and processing various documents and maintaining files; collects and processes fees for services.
- Prepares documents, collects data, and enters information into computer tracking systems; scans, prepares and proofreads documents for distribution.
- Contacts clients as needed for follow-up on customer service and program coordination issues.
- Coordinates and schedules meetings and appointments as requested.
- Creates and maintains records and files; completes special projects and research assignments.
- Provides information and assistance to visitors and others having business with the City; assists customers with applications, government forms and other documents.
- Maintains absolute confidentiality of work-related issues, records and City information; responds to requests for information within the scope of authority; refers matters requiring policy interpretation to supervisor for resolution.
- Performs other duties as assigned or required.

**Knowledge and Skills:**

- Knowledge of City policies and procedures.
- Knowledge of principles of record keeping and records management.
- Knowledge of customer service principles and methods.
  
- Skill in communicating clearly and concisely, both verbally and in writing
- Skill in maintaining accurate records, and entering information into a computer system with speed and accuracy.
- Skill in operating a personal computer utilizing a variety of business software.
- Skill in establishing and maintaining effective working relationships with City staff and the public.

**Minimum Qualifications:**

High School diploma or GED equivalent, AND one (1) year of clerical and customer service experience; OR an equivalent combination of education and experience.

Must maintain a valid State of Arizona driver's license.