

Garfield County
Job Description

Position Title:	Clerk I, II, III, IV		
Department/ Office:		Reports to:	
Section:		Pay Grade:	Clerk I: 1 Clerk II: 2 Clerk III: 3 Clerk IV: 4
FLSA Status:	Non-Exempt	Driving Classification:	Non-driving
Supervision Exercised:	None	Licenses/ Certifications:	None

General Purpose:

Provide customer service to the general public; interact with outside organizations to obtain information; and perform clerical and administrative duties. Clerk IV: Act as Team Lead.

Minimum Requirements:

Clerk I:

Minimum Education:	High school diploma or equivalent.
Minimum Experience:	None.

Clerk II:

Minimum Education:	High school diploma or equivalent. Satisfactory completion of all relevant required courses in specialty area.
Minimum Experience:	6 months experience in relevant County Department or Office; or 1 year customer service or office experience.

Clerk III:

Minimum Education:	High school diploma or equivalent. Satisfactory completion of all relevant required courses in specialty area.
Minimum Experience:	2 years experience in relevant County Department or Office; or 2 years administrative or customer service experience in related industry.

Clerk IV:

Minimum Education:	High school diploma or equivalent. Satisfactory completion of all relevant required courses in specialty area.
Minimum Experience:	3 years experience in relevant County Department or Office; or 3 years administrative or customer service experience in related industry.

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Essential Functions:

(These duties are a representative sample; position assignments and detailed work instructions may vary.)

Clerk I

Under close supervision, performs the following essential functions:

1. Assists customers at front counter: appropriately greets customers; answers basic questions; locates records; fills out forms; makes copies; and processes payments. Displays a clear attitude of customer service.
2. Answers telephone: appropriately greets customer, assesses situation and completes transaction.
3. Processes various basic documents, ensuring that all necessary forms are complete and accurate.
4. Uses computer and software applications to accurately enter data; search databases; conduct research; create documents; and send emails.
5. Functions as cashier: receives and processes cash, checks and/or credit card payments; balances cash drawer at the end of the day.
6. Files documents.
7. Processes incoming and outgoing mail.
8. Contacts outside organizations to obtain and provide basic information.
9. Interacts with other Offices and Departments to obtain and provide basic information.
10. If assigned to Public Health Department, performs emergency response roles, as requested.
11. Reviews all work products to ensure highest level of quality.
12. Performs other duties of a similar or related level as necessary or assigned.

Clerk II:

Under minimal supervision, performs the following essential functions:

1. Performs all essential functions of the Clerk I.
2. Assists customers with higher-level transactions: provides situation assessment; instructs customers on various processes and systems; directs customers to appropriate County Offices or Departments.
3. Composes letters to customers.
4. Under general supervision, processes higher-level documents.
5. Contacts outside organizations to obtain and provide higher-level information.
6. Interacts with other Offices and Departments to obtain and provide higher-level information.
7. Administratively assists senior or professional members of Department or Office.
8. Demonstrates proficiency in relevant computer software applications
9. May distribute mail and/or operate mailing machine.
10. May serve as backup to bookkeeper.
11. May provide secretarial help for Department Head/Official and Deputy.
12. Satisfactorily completes required classes.
13. Reviews all work products to ensure highest level of quality.
13. Performs other duties of a similar or related level as necessary or assigned.

Clerk III:

1. Performs all essential functions of the Clerk II.
2. Assists customers with difficult and/or complex transactions. Assists customers with regulatory compliance issues.
3. Conducts complex research in specialty areas.
4. With minimal supervision, processes complex documents.
5. Contacts outside organizations to obtain and provide complex information.
6. Interacts with other Offices and Departments to obtain and provide complex information.
7. Cross-trains in all specialty areas; backs up other staff members as needed.
8. Assists in training new employees in office policies, procedures and processes.
9. Demonstrates high proficiency in relevant software applications.
10. May assist in administering purchasing, payables and receipts and/or processing and submitting deposits.
11. May assist in registering employees and providing travel arrangements for training classes.
12. May assist in ordering office supplies and maintaining office equipment.

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13. Satisfactorily completes required classes.
14. Reviews all work products to ensure highest level of quality.
14. Performs other duties of a similar or related level as necessary or assigned.

Clerk IV:

1. Performs all essential functions of the Clerk III.
2. As Team Lead, assists supervisor in prioritizing and scheduling work for day-to-day operations.
3. Provides information for staff evaluations and appraisals.
4. Reviews time cards and monitors attendance.
5. Backs up Supervisor in specialty area.
6. Acts as resource for Clerks.
7. Checks the work of Clerks for accuracy.
8. Trains Clerks in specialty area and assists in training employees in other specialty areas.
9. Administers purchasing, payables and receipts and processes and submits deposits.
10. Registers employees and provides travel arrangements for training classes.
11. Orders office supplies and is responsible for maintenance of office equipment.
12. Demonstrates high level of proficiency in relevant computer software applications.
13. May balance accounts at the end of the month; may write and distribute checks.
14. May manage a branch office.
15. Satisfactorily completes required classes.
16. Reviews all work products to ensure highest level of quality.
15. Performs other duties of a similar or related level as necessary or assigned.

Job Qualifications:

Knowledge of:

1. Relevant Federal, state and local laws, rules, regulations, codes and/or statutes.
2. Modern office processes and procedures.
3. Keyboarding, data entry, 10-key calculator and basic word processing skills.
4. Basic arithmetic functions (add, subtract, multiply and divide).
5. Basic computer software applications.

Ability to:

1. Speak, read and write the English language.
2. Communicate effectively verbally and in writing.
3. Understand and follow written and verbal instructions.
4. Effectively and efficiently provide customer service to the public.
5. Handle stressful situations in a professional manner, including angry or difficult customers.
6. Perform cashier duties accurately.
7. Establish effective working relationships with coworkers and supervisors, other Departments/Offices, and other agencies.
8. Use resources to solve problems.
9. Understand and practice safety procedures and precautions.
10. Maintain a high level of professionalism and confidentiality.

Internal & External Contacts:

Internal Contacts:

Frequently interacts with other Department/Office employees.

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External Contacts:

Frequently interacts with the general public; occasionally interacts with outside vendors or other organizations.

Physical Activities and Work Environment:

The physical activities and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform essential functions.

Required Physical Activities:

While performing the essential functions of this job the employee is frequently required to reach, grasp, finger, stand and/or sit for long periods of time, walk, talk and hear; occasionally required to lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, peripheral vision, and ability to adjust focus.

If assigned to Public Health Department, in times of public health emergency, the employee will be required to report for specialized duties inside or outside Garfield County once their critical personal and family emergency responsibilities have been met.

Work Environment:

The noise level in the work environment is usually moderate to loud, with frequent interruptions and multiple demands.

Required Travel:

None.

Computers and Other Equipment:

Computer and relevant software applications; 10-key calculator; telephone system; postage machine; facsimile; copier; shredder; and scanner.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT. Nothing in this job description restricts Garfield County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the County's current assignment of essential functions. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate by the County.