CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Reception/Records Clerk**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:E/P**
		FLSA:Y
DEPARTMENT:	**Public Works Operations Division**	**EEO4CODE:AS**

JOB SUMMARY:

Performs receptionist duties and provides clerical support for a variety of supervisory personnel in the Operations Division of Public Works. Duties include handling a multi-line phone system, responding and/or directing citizen calls, maintaining manual and computerized files and records and typing letters, memos and reports.

SUPERVISORY RELATIONSHIP:

Reports to the Public Works Operations Administrative Assistant. Receives daily assignments from and has work reviewed by Administrative Assistant and various Operations division supervisors. Works independently in carrying out assignments according to State, City and department policies, procedures and regulations.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performs division receptionist duties: via a multi-line electronic telephone system, two way radio or in-person, receives and responds to incoming inquiries or refers inquiries to appropriate staff; opens, sorts and distributes mail.

2. Provides clerical support to division's supervisory personnel: composes, edits and types, using a personal computer, a variety of letters, memos and reports; generates reports as requested; performs manual filing; copies and assembles materials as directed; prepares bulk mailings.

3. Maintains a variety of record-keeping systems using computerized and manual methods: checks Citizen Service Requests and other written materials for accuracy and completeness; maintains record of citizen concerns or complaints and/or refers for appropriate action; schedules and maintains records of requests for water shut offs and turn ons; places a variety of office documents and records into appropriate files to ensure easy access. Prepares records and records retention schedules, arranges transmittal of records to Records Center for storage and/or destruction; arranges retrieval of materials upon request.

4. Monitors office supplies to ensure adequate stock; orders supplies and prepares purchase requisitions; maintains related records.

5. Monitors base radio and coordinates logistical support by referring problem/request to appropriate supervisor; distributes incoming teletypes concerning underground utility system to appropriate staff.

ADDITIONAL WORK PERFORMED:

1. Assists staff with development of computer generated intra-department forms.

2. As assigned, performs other appropriate duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

- Knowledge of purpose, practices and policies of the Public Works Department's Operations Division and ability to practically apply as appropriate.
- Knowledge of standard office practices and procedures and ability to use a variety of office equipment including a computer, typewriter, transcribing machine, multi-line electronic digital phone system, copier, fax, etc.
- Knowledge of business English, grammar, punctuation, spelling, composition and letter format; legible handwriting.
- Good oral communication skills, interpersonal sensitivity and problem solving skills for interacting with co-workers and the general public tactfully and courteously.
- Good computer skills including word processing, data entry/retrieval, spreadsheet applications and forms design. Ability and willingness to learn new applications and techniques.
- Ability to accurately maintain a variety of computerized and hard copy files using alpha-numeric, category, indexing and cross-reference methods.
- Stress tolerance and ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an atmosphere of frequent interruptions.
- Ability to plan and organize effectively and carry out assigned duties independently or as a member of a team.
- Ability to perform a variety of math functions including addition, subtraction, multiplication, division, percentage computation; ability to use a ten-key with accuracy.
- Willingness to work an abnormal work schedule during emergency conditions.
- Physical ability to perform the functions of the position, including, sitting for long periods of time, fine finger dexterity to manipulate a computer keyboard, adequate hearing for radio communications and visual acuity sufficient to read computer screen.

WORKING ENVIRONMENT:

Work is performed in an office setting in close proximity to other clerical workers. Frequently interacts with the public on the telephone or in person and with field crews returning to shops area. Environment includes a normal range of noise and other distractors with low everyday risks working around standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of two years responsible clerical experience in a busy office including receptionist, extensive public contact and recordkeeping duties required.
- Typing at 45 wpm NET required.
- Intermediate utilization of computer software, including data entry/retrieval, spreadsheet, wordprocessing and files maintenance required. Data base management experience preferred.

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