



## Clerical Assistant

### Administrative Services

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#### **ACCOUNTABILITIES**

To provide timely coordination and completion of clerical support functions: data entry, filing, imaging, reports, receiving/distributing mail, phone and in-person reception/inquiries, etc. Serves as back-up to other agency clerical staff.

#### **ESSENTIAL DUTIES**

Using office equipment, PC and software, produces a variety of printed material from handwritten copy, from taped dictation, or from short instructions. Compiles and produces simple statistical reports. Enters information into various computer applications.

Answers phones and takes messages. Gathers information from callers and alerts supervisor or worker of the day if immediate attention is needed. Logs authorized itinerary changes for caseworkers as needed.

Performs other clerical functions such as copying, imaging, information retrieval, etc. Participates in random moments surveys, audits, etc. Faxes material as requested. Forwards reports and other material to court, CASAs, etc., as requested. Date stamps and distributes inter-office and U.S. mail.

Maintains adequate supplies and forms. Completes filing and case maintenance.

#### **NON-ESSENTIAL DUTIES:**

Performs other related duties as assigned by supervisor. Acts as back-up to other agency clerical staff.

#### **ESSENTIAL BEHAVIORS**

Accurate and timely typing, proofreading, and filing. Ability to organize information needs of unit. Ability to stand, bend, stoop and reach. Must maintain harmonious relationships and communication with staff, clients and related agencies.

#### **MINIMUM QUALIFICATIONS**

High School diploma or equivalent required. Clerical experience such as typing, data entry, filing or telephone reception required. Demonstrated ability to type 35 WPM required. Demonstrated ability to operate PC, office equipment and software. Demonstrated competency in spelling, grammar and punctuation required. Ability to work effectively in a multi-cultural work environment required.