



CLERK I
SALARY RANGE
\$10.50 - \$14.00 Hourly (DOE)
Full Time

JOB SUMMARY:

Under the direction of the Office Manager/Manager's designee, serves as primary customer service representative. Greets and assists visitors and answers telephones. Performs a variety of general office duties including filing, data entry data research and general office cleaning. Must have excellent organizational skills and strong reading/writing skills.

ESSENTIAL DUTIES:

1. Answers telephones and assists walk-in customers with payments, customer concerns and assists customers with understanding and completing forms and applications.
2. Performs data research duties required to complete, and assist customers in completing, service applications.
3. Responsible for cleaning office including lobby/reception area and restrooms.

ADDITIONAL DUTIES:

Other duties as assigned. May be required to work holidays and irregular hours on occasion.

EDUCATION:

Must be able to read, write and follow oral and written instructions and prepare legible written reports as required. High School diploma or equivalent is required.

EXPERIENCE:

One year experience working in office setting required. Experience handling cash funds preferred.

LICENSES/CERTIFICATIONS:

Must possess and maintain a valid, unrestricted class D drivers' license. Must have and maintain a clean driving record.

KNOWLEDGE/SKILLS/ABILITIES:

Knowledge of basic telephone etiquette, basic arithmetic, cash handling, filing techniques and procedures, records management, word processing, spreadsheet programs, data entry and accounting/bookkeeping software in order to effectively answer and respond to phone calls, perform calculations, maintain hard-copy and electronic records, and assist customers including taking and processing payments.

Skills in communication and interpersonal relations in order to provide effective customer service to the public and other employees.

Ability to comprehend and carry out verbal and written instructions and recognize similarities and differences between words and between series of numbers, deal with varying situations, communicate effectively verbally and in writing, respond appropriately to public inquiries and present a positive public image.

Bi-lingual (English/Spanish) preferred. Strong knowledge of Microsoft Office software preferred.

PHYSICAL DEMANDS:

Work is sedentary. Typically incumbent sits comfortably to do the work. There may be some walking, standing, bending and carrying of light items. No special physical demands are required to perform the work.

WORK ENVIRONMENT:

The work is mostly performed in an office with extensive time spent operating a computer terminal and interacting with members of the public. Minimal exposure to weather.

(Revised 8-28-17)

