Los Rios Community College District

Approved: May 1967
Revised: Nov 1969; April 1983
April 2004; April 2008
Reviewed: September 2017
Revised: Dec 2017; Feb 2021

CLERK
Series Specification
Clerk I (Temporary position)
Clerk II
Clerk III

DEFINITION

This series specification describes two classes used to perform clerical work in a variety of service areas under the supervision of an assigned supervisor/manager.

LEVEL DESCRIPTIONS

Clerk II: Under moderate oversight, incumbents perform general office and receptionist work of moderate complexity.

Clerk III: Under minimal oversight, incumbents perform a variety of complex clerical tasks. Incumbents typically are assigned to service areas where they serve as the primary clerical support; incumbents assigned to instructional area offices serve as the primary clerical support in the absence of the administrative assistant.

TYPICAL DUTIES

Clerk I: (See temporary position job description.)

Clerk II and Clerk III: Answer telephone, deliver messages, and prepare meeting rooms; communicate with students, faculty, staff, and the public to disseminate or explain information; assist with student enrollment at peak periods; review files, records, and other documents to respond to requests and inquiries from students, faculty, staff, and the general public to provide information on services, policies, and procedures, and refer to other campus programs or departments as appropriate; compile, assemble, copy, sort, and file documents, records of office activities, transactions, etc., appropriate to the department; compute, record, update, and proofread data, schedules and other information, and assist with completing reports; process and post outgoing mail and distribute incoming mail, packages, and other materials, and track postage meter usage; arrange for office equipment servicing and maintenance; inventory and order office supplies; compose letters, purchase orders, reports and other correspondence, input purchase requisition information; assist in the recruitment, training and oversight of temporary employees; maintain campus information and District forms; perform related duties as assigned.

Clerk III: Complete requisitions, obtain bids and quotes for contracts and maintenance agreements, and follow-up with vendors on invoices or purchase orders; complete work schedules and arrange appointments; attend staff meetings and workshops as required; assist students and staff with problems, testing requirements, services, and/or records; arbitrates complaints/concerns and if necessary, refer such issues to appropriate person.

QUALIFICATIONS

EXPERIENCE

Clerk II

<u>General</u>

One year of clerical experience.

Clerk III

<u>Promotional</u>

One year of experience in Los Rios Community College District performing clerical duties.

<u>General</u>

Two years of clerical experience.

One year of experience is equal to 12 months of experience at a maximum of 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

EDUCATION
One year of college level business, office technology, or related course work at an accredited institution may be substituted for one year of the required experience.

One year of education is equal to 30 semester units.

KNOWLEDGE OF
Clerk II and Clerk III: Applicable policies, regulations, procedures and processes; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; administrative and clerical procedures and systems such as filing and recordkeeping techniques in a complex business environment; modern office practices, procedures and equipment.

Clerk III: Basic principles of leadership, oversight and training.

ABILITY TO
Clerk II and Clerk III: Perform the essential functions of the position; data enter at a speed proficient to complete the duties of the position in a timely manner; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty, and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws and regulations, District policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the

audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use of technology to effectively perform responsibilities, including but not limited to, word processing, spreadsheets, databases and desktop publishing; adapt to changing technologies; work successfully with diverse populations.

Clerk III: Work with minimal direct supervision; effectively train, assign and oversee the work of others.

TYPICAL EQUIPMENT USED (May include, but not limited to)
Current office technologies including computers, printers, faxes, telephones and copiers; other equipment common to the field to which the position is assigned.