

SUPPORT SERVICES CLERK I**DEFINITION**

Under supervision performs a variety of receptionist, telephone operator, mail handling, and general office work; performs other related work as required.

DISTINGUISHING FEATURES

Work in the class is distinguished from that of higher classes by the limited level of independent responsibility exercised. Initially supervision and training are given in detail and as the incumbent becomes more capable, works with a higher degree of independence. Actual responsibilities may vary according to assignment.

EXAMPLES OF DUTIES

1. Acts as receptionist, greets visitors, and maintains building entry security.
2. Serves as telephone operator, operating PBX console, connecting calls, and providing various other telephone services.
3. Performs a variety of mail handling duties including receiving, processing and distributing mail; operates postage meter and mail handling equipment in accordance with postal regulations.
4. Performs varied clerical work and data entry and organization.
5. Maintains a variety of files, logs and recordkeeping systems; maintains inventories and orders supplies; copies, collates and distributes information.
6. Compiles and assembles information for various records and reports.
7. Provides information, routes inquiries, resolves complaints and explains established policies and procedures.
8. May assist with various projects or activities as assigned.

EMPLOYMENT STANDARDS**Education/Experience**

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school.

Experience: Two years of varied clerical experience involving public contact, telephones, mail handling, cashing, recordkeeping, and file maintenance.

Knowledge

Knowledge of modern office practices and procedures; modern office equipment including computers, mail processing equipment, and PBX consoles.

Ability

Ability to perform routine clerical, receptionist, and mail handling work with speed and accuracy; effectively operate a variety of modern office equipment including computers and related software, PBX console, postage meter and mail handling equipment; apply and explain established policies and procedures; perform arithmetic calculations; work effectively under pressure and with frequent interruptions; maintain accurate records; communicate effectively; establish and maintain effective working relationships with employees and the general public.

Typing Skill

Ability to type from clear printed copy at a speed of 25 net words per minute.

10-Key Skill

Ability to operate a 10-key calculator by touch.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.