

Salary Schedule	MOU	Benefits
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City of Alameda
Code No. 7585
Approved by C.S.B.
February 4, 1998

SUPPORT SERVICES CLERK II

DEFINITION

Under general supervision performs a variety of difficult and/or complex mail handling, and general office work; provides staffing coordination and functional guidance; performs receptionist and telephone operator work as needed; performs other related work as required.

DISTINGUISHING FEATURES

Work in the class involves highly responsible mail handling and general office work, and responsibility for providing lead direction, staffing coordination and functional supervision. It is distinguished from that of lower classes by the level of independent responsibility and by the greater independence with which an incumbent is expected to operate.

EXAMPLES OF DUTIES

1. Performs a variety of mail handling duties including receiving, processing and distributing mail; operates and oversees operation of postage meter and mail handling equipment in accordance with postal regulations.
2. Performs varied and responsible clerical work and data entry and organization.
3. Establishes and maintains a variety of files, logs and recordkeeping systems; maintains inventories and orders supplies; copies, collates and distributes information.
4. Compiles and assembles information for various records and reports.
5. Provides information, routes inquiries, resolves complaints and interprets and explains established policies and procedures.
6. Provides staffing coordination and functional guidance in such areas as shift problems, lunch scheduling, quality control, and training.
7. Coordinates various projects or activities as assigned and assists in the development of work schedules and procedures.
8. May act as receptionist, greet visitors, and maintain building entry security.
9. May serve as telephone operator, operating PBX console, connecting calls, and providing various other telephone services.
10. Provides lead direction and training for subordinate employees.

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: Three years of responsible clerical experience involving public contact, telephones, mail handling, recordkeeping, and file maintenance along with experience providing lead direction, training, staffing coordination and/or functional guidance.

Knowledge

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

Ability

Ability to perform both complex and routine mail handling, general office, receptionist and telephone operator work with speed and accuracy; coordinate assigned projects and activities and assist in the development of work schedules and procedures; provide effective staffing coordination; operate a variety of modern office equipment including computers and related software, PBX console, postage meter and mail handling equipment; interpret, apply and explain established policies and procedures; perform arithmetic calculations; work effectively under pressure and with frequent interruptions; establish and maintain accurate records; communicate effectively; establish and maintain effective working relationships with employees and the general public; provide lead direction and training to subordinate employees.

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.