

GILA COUNTY PROBATION DEPARTMENT

1100 E. MONROE STREET, #200

GLOBE, ARIZONA 85501

POSTED June 6, 2008

DEPARTMENT: PROBATION POSITION: ADMINISTRATIVE CLERK SENIOR
LOCATION: GLOBE JOB CODE: 2008-003
OPEN UNTIL FILLED ANNUAL SALARY: \$22,152 - \$23,275, DOE

NATURE OF WORK

Performs highly responsible and specialized clerical/administrative office support activities and provide customer service to the public relative to department programs and services.

DUTIES AND RESPONSIBILITIES:

- Assists the public in person or by phone by answering inquiries related to department services and programs; solicits and obtains basic information needed in order to determine appropriate action to be taken, resolve discrepancies or errors, disperse relevant information, or refer client to the appropriate personnel or location.
- Assists the public with departmental applications/forms and verify necessary documents are included; receives complaints and attempts to resolve them; explains rules, policies, and procedures; refers matters requiring policy interpretation to supervisor for resolution; provides information regarding departmental processes, procedures and requirements.
- Types correspondence, reports, forms, meeting minutes, memorandums, newsletters, and specialized documents related to the organizational unit and/or program services to which assigned from drafts, notes, interview/dictated tapes, or brief instructions, proofreads and checks typed and other materials for accuracy, completeness, compliance with departmental policies, and correct English usage, including grammar, punctuation, and spelling.
- Maintains departmental records, files, documentation and databases.
- Schedules and maintains departmental calendars; coordinates appointments, meeting, training sessions, community activities, and reservations.
- Enters, edits and retrieves data and prepares periodic or special reports, using a computer system and following established formats and menus; may perform production computer information entry and ensures accuracy of information entered into departmental computer systems and databases.
- Performs general offices duties including filing, faxing, and copying; creates and maintains departmental files and records; delivers picks up, processes and distributes departmental mail.
- Assists with ordering and maintaining office supply inventories and departmental equipment.
- Assist staff with conferences, training sessions, and community events as required; may conduct training classes offered by the organization.

WORKING ENVIRONMENT:

Work is performed in a standard office environment; depending on area of assignment, may be required to lift file boxes, presentation materials, and/or office supplies weighing up to 40 pounds.

DISTINGUISHING CHARACTERISTICS:

This is the Senior level in the Administrative Clerk job family and as such employees are expected to apply technical expertise and exercise initiative and considerable independent judgment in performing specialized tasks, apply judgment to resolving problems, analyzing data and making job decisions; employees may be assigned to train other staff members on procedures and work processes. Employees at this level have frequent contacts with the public, individuals representing other departments/outside organizations.

EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. and two (2) years clerical experience; or equivalent combination of education, training and experience. Demonstrated computer skills in working with word processing, spreadsheet and email software.

Skill in typing with speed and accuracy at a net rate of 40 words per minute from printed copy; may be required to obtain additional specific skills training certifications. A valid Arizona Driver's License is required. Must have no felony convictions.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

Knowledge of: Basic office practices and procedures; business arithmetic; correct business English, including spelling grammar and punctuation; techniques for dealing with the public, in person and over the telephone; basic computer applications involving word processing, data entry and/or standard report generation; basic record keeping practices; general office equipment; methods and standards for preparing business correspondence and documents; records management processes and procedures.

Ability to: Coordinate a variety of clerical activities; respond to inquiries and provide customer service to the public; prepare correspondence, reports and documentation; maintain departmental records and documentation; perform accurate data entry; coordinate and schedule meetings; process invoices and perform general bookkeeping functions; make accurate arithmetic calculations; communicate effectively and follow verbal/written instruction.

Skills in: Effectively communicating in written and verbal forms, in apply correct English usage, grammar, spelling and punctuation; preparing and writing reports, business correspondence, and policy manuals; effectively presenting information and responding to questions from general public and employees; operating standard office equipment, personal computers and printers; organizing, prioritizing multiple work activities of self and others.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICATION CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY /AFFIRMATIVE ACTION EMPLOYER.