

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: DECEMBER 30, 2015
REVISED: MARCH 30, 2016
CLOSING DATE: APRIL 12, 2016

DEPARTMENT: Community Services

POSITION: Administrative Clerk Sr.

LOCATION: Payson

JOB CODE: 15-118

ANNUAL SALARY: \$23,299.00-\$25,046.00 DOE

PURPOSE OF THE JOB

The purpose of this position is to direct citizens to the correct community service program for their needs, and to make available applications, information and materials needed for them to participate in the Gila County community services programs.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
<ul style="list-style-type: none">Offers general information to citizens regarding Gila County programs and/or direct them to the appropriate program managers and staff, both over the phone and in person. Once the program a citizen needs is established, the Administrative Clerk distributes correct application forms to the client. When applications are received back, the incumbent stamps the form for date and time and serial numbers depending on the program. These forms are then submitted to the correct staff member.	20%
<ul style="list-style-type: none">Checks clients in as they arrive for appointments, and provides assistance by taking clients' names and other general information; provides copies of documents required to receive program assistance.	10%
<ul style="list-style-type: none">Provides assistance to program managers and staff with various office projects such as, data entry and file creations.	25%
<ul style="list-style-type: none">Answers and directs all of the phone calls that come in to the department's main phone line.	10%
<ul style="list-style-type: none">Assist clients with appropriate applications for services that they need.	25%
<ul style="list-style-type: none">Provides general office services such as, locking/unlocking doors upon opening and closing time, distributing mail and other correspondence to staff mailboxes, copying and faxing.	10%
<ul style="list-style-type: none">Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position has no responsibility over any types of budget.

PROJECT RESPONSIBILITIES

This position does not have project responsibilities.

ORAL COMMUNICATION DUTIES

This position explains County procedures or processes and participates in meetings.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, internal memos, emails and reports.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email, and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Sometimes (More than 10% but less than 25% in a year)

MINIMUM EDUCATION REQUIRED

High School Diploma or GED with additional specialized or technical training courses.

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MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Three (3) years directly related experience; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

None

KNOWLEDGE REQUIRED

Clerical, customer and personal service, English language and composition.

SKILLS REQUIRED

Active learning, active listening, communicating diplomatically, customer service, diversity awareness, time management, multi-tasking, typing and data entry.

ABILITIES REQUIRED

Maintain auditory attention, maintain calm demeanor in stressful situation, multi-task, read and write minimum high school level, speak clearly and sensibly.

PHYSICAL DEMANDS

- Occasionally stands to present; occasionally stands to attend to customers.
- Regularly sits to complete a program; occasionally sits to attend to reception areas.
- May be required to lift work related materials or equipment up to 25 lbs.
- Constantly requires dexterity for keyboard operation.
- Incumbents in this position may be required to bend and twist.

WORK ENVIRONMENT

Incumbents in this position constantly spends time in office environment, spends time in lobby environment; occasionally spends time in classroom(s), and occasionally spends time in automobile.

SAFETY RISK EXPOSURE

Incumbents in this position are generally not exposed to safety risk. Occasionally, may become exposed to telephone verbal abuse by customers or citizens, and individuals with high level of emotional distress.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can cause inconveniences to other employees, and /or delays in related work areas. Delays of services are possible.

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 OFFICIAL 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.