



## ADMINISTRATIVE CLERK

Department	Administration
FLSA Status	Non-Exempt
Reports To	Human Resources Manager
Supervises	n/a

### **DISTINGUISHING CHARACTERISTICS:**

This position performs a variety of intermediate clerical and data entry tasks in support of the Administrative and Technology Team personnel. Includes confidential filing, word processing, record keeping, and file maintenance. Functions as back up administrative support to the Human Resources Specialist.

### **ESSENTIAL FUNCTIONS:**

- Proficient computer skills to develop, produce and retrieve a wide variety of clerical, statistical, data gathering and compilations; obtains necessary signatures and copies and mails correspondence
- Prepares periodic financial, statistical and operational reports requiring judgment as to content, accuracy and completeness
- Responsible for entering Reverse 911 inquiries
- Takes and transcribes minutes at monthly Police Operations Meeting
- Filing and scanning of confidential personnel, training, and operational documents
- Monitors account payable statements and contact vendors for missing invoices
- Responsible for sending quarterly invoices and other miscellaneous invoices. Follows up on past due invoices Researches payment discrepancies and resolves problems as needed
- Provide support to Training, QA and Public Records as needed
- Responsible for ordering central supplies
- Responsible for the uniform ordering process
- Perform receptionist duties as needed, receiving NORCOM visitors and answering questions from employees, customers, and the public; make referrals as necessary to the appropriate party
- Primary back up to the Human Resources Specialist
- Performs other related duties as assigned to equalize peak work or otherwise balance workloads

### **INTERPERSONAL CONTACTS:**

Contacts are made both inside and outside the organization. Internal contacts frequently include the Administrative and Technical Services Staff, Managers and Team Supervisory staff and Telecommunicators. External contacts may include NORCOM customers, other city government personnel, outside vendors, applicants and citizens. Interactions tend to focus on information exchange and the receiving and giving of information. This position is one of the first contacts that many will have with NORCOM and therefore it is critical that one is cordial, professional and positive in all interactions. 70% of interactions are via the telephone or electronically through e-mail communications.

## **KNOWLEDGE, SKILLS, and ABILITIES**

- Demonstrated competence in basic math skills
- Organize and maintain accurate files and records
- Devise and adapt work processes in response to changing organizational needs
- Demonstrated competence in Office Suite and Access
- Accurately perform data entry into data bases and spreadsheets
- Knowledge of financial and statistical recordkeeping techniques
- Knowledge of professional telephone techniques and etiquette
- Ability to process a wide variety of tasks in compliance with established procedures , mandated timelines and directions
- Ability to work independently with moderate direction
- Ability to operate office equipment including multi-line telephone, computer, postage meter, copier and ten key calculator
- Maintain confidentiality of complex, confidential, and sensitive records
- Establish and maintain effective relationships with those contacted in the course of work
- Excellent English language oral and written communication skills including spelling, grammar, punctuation and vocabulary
- Be reliable, dependable and report for work on a consistent and punctual basis

## **REQUIRED EDUCATION AND EXPERIENCE:**

- High School level education
- Administrative or Secretarial certification highly desirable
- Notary desirable

## **LICENSES AND CERTIFICATION:**

- Third party typing certificate reflecting ability to type 50 wpm net.

## **WORK ENVIRONMENT:**

- Work is performed in an office environment with frequent interruptions.

## **PHYSICAL DEMANDS:**

- Light lifting, carrying and pushing objects weighing up to 15 pounds.
- Dexterity of hands and fingers to operate standard office equipment, including computer keyboard.
- Sitting for extended periods of time.
- Vision to read and ensure the accuracy of word processing and spreadsheet work product.
- Hearing and speaking to exchange information personally and on the telephone.

NORCOM Telecommunicators are required to join the NORCOM Associated Guild.

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

**NOTE: A criminal background check through law enforcement agencies will be conducted on all successful candidates prior to their being appointed to the position.**