



Grand Traverse County, MI Job Description

Office Clerk

GENERAL SUMMARY

Primary function of this job is to provide administrative office support and customer service assistance, requiring significant attention to detail and knowledge of general office procedures and departmental activities and programs. Employees in this job have no formal supervisory role, however, work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Composes correspondence and formats reports and other documents.
- Provides basic customer service, including delivery of accurate, prompt, and courteous assistance to internal and external customers, both verbally and in writing, within established procedures, referring questionable items to a supervisor.
- Receives and processes a variety of routine data and information in assigned area of responsibility.
- Sorts and files materials (paper, computer, or imaging), retrieves file materials, and keeps a record of file movement.
- Sorts and processes incoming and outgoing mail.
- Schedules and maintains department calendars and work orders.
- Collects and reviews applications and other paperwork to ensure completeness.
- Performs a variety of routine research to locate information regarding customer accounts, legal, or property information.
- Enters and checks information and data into established spreadsheets, databases, or computer systems.
- Performs basic mathematical calculations to ensure accuracy of receipts, fines, fees, or other payments according to a standard schedule.
- Monitors and maintains appropriate levels of supplies and materials in support of unit operations and activities.
- Creates informational packets to be presented at Board of Commissioner meetings.
- May participate in maintaining web page(s) for assigned area of responsibility.
- Uses a wide variety of office machines such as printers, personal computers, facsimile machine, postage machine, adding machine, scanners, and copiers.
- Participates in/on a variety of meetings, which may include scheduling, preparing agendas, and taking and distributing meeting minutes

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from High School, or G.E.D.
- One to two years related experience
- College level course work in a related field may substitute for up to one year of experience

CERTIFICATIONS, LICENSES

- May require special certification depending upon area of assignment.

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work follows well-established procedures. Employees are provided daily instructions and tasks are completed within specified guidelines. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher-level manager and could impact others outside of the department.

Compared to the Office Specialist classification, duties are less complex and varied and requires less department specific knowledge and experience

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)



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KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Basic knowledge of English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Basic skill in use of personal computer software, including spreadsheets and word processing
- Interpersonal skills necessary to work courteously and effectively with other employees and the public
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to detect basic errors and make corrections as directed and under established procedures
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to use County resources effectively and efficiently