

TOWN OF SOMERS

Position Description

Title: Administrative Clerk
Department: Human Services/Sr. Ctr.
Reports To: Dir. of Human Services

Supervises: None
FLSA Status: PT – non-exempt
Bargaining Unit: N/A

Position Summary: Provide administrative and clerical support in assigned department to enhance that department's goals. May be assigned to various departments throughout town operations. Provides accurate, timely and high-quality service to all internal and external customers.

Major Job Duties:

Administrative/Service – greet the public in person and over the phone. Handle routine inquiries and directs more complex revenue issues to the appropriate supervisor and/or department. Independently research and resolve problems, including inquiries involving interpretations and/or explanations. Respond to requests for information from residents and other professionals or businesses related to departmental function. May authorize release of information in accordance with established policy.

Technical – Maintain and update accounts and/or records. Prepare and distribute correspondence, billing, and other related mailings. Prepare various reports, statements, summaries, and schedules. May perform complex calculations. Prepare and file confidential information. Scan and organize incoming mail or materials. Assist in the development of office procedures, forms, and reports. With guidance and direction from supervisor, prioritize and coordinate own work assignments and projects. Perform data entry work on department-specific computer system. May help to train new staff in duties and responsibilities of position. Research, analyze, and complete special projects as assigned. May handle cash in the course of performing job duties; may coordinate, account for, and prepare bank deposits and prepare appropriate receipts. May reconcile cash/checks with cash register records. May secure cash, checks, and other payment documents.

Teamwork: Works cooperatively with department staff members in delivery of assigned department's services to internal and external customers. Work cooperatively with department staff to prioritize and complete assignments. Works cooperatively with other departments to maintain accurate and necessary town and regulatory records. Willingly provides support/coverage to other town departments as necessary during staff shortages and/or slow seasons in assigned office. Serves cooperatively as a member of the town administrative staff; provides constructive input to this team's discussions and actively participates in group issue identification and resolution.

Qualifications:

- High school diploma and two years of general office work experience; associate's degree in a related field a plus.
- Strong interpersonal skills for public and internal contacts; ability to be friendly and helpful with public, as well as organized and accurate with staff and other departments is required. Clearly and effectively present accurate information to all customers.
- Data entry experience.
- Knowledge of basic accounting and bookkeeping principles.

Approved by:

Approved by:

Last Revision Date: 10/08

Ops Mgr/on file

HR/on file

Page 1 of 1

Date:

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- Proficient at intermediate levels with the Microsoft Office software suite (including Word, Outlook, Excel, Access and Powerpoint) as well as with web browsers to accomplish internet research as necessary. May perform word processing, spreadsheet, and database functions.
- Ability to handle several tasks simultaneously in fast-paced environment where attention to details is critical to success.
- Strong organizational skills to coordinate and maintain to develop and maintain a variety of filing and financial record keeping systems, reporting, and other necessary record keeping and filing systems.
- Time management skills and knowledge.

Physical Requirements:

This position is primarily situated in an office environment, with walking to and from other department locations. At times the environment may have extensive customer traffic, distractions and noise. Frequently, interactions will involve inquisitive customers, who may be agitated regarding their inquiries. The incumbent must be able to:

- Regularly speak to customers and listen to customer issues.
- Regularly sit and work for periods in excess of one hour, including working with a computer and a telephone;
- Stand for periods up to 15 minutes and walk to provide counter service to customers visiting the department.
- Stand, lift, reach and bend to store and access records and files in the course of maintaining files and providing service to customers and support to the department within the office environment.
- Comprehend multiple instructions, short correspondence, and memos; ability to transfer instructions to practical applications.

This information is designed to give the general nature and level of work to be performed by employees assigned to this job title and must not be construed to be a complete inventory of the position's duties, responsibilities and qualifications. Employment in the State of Connecticut is, by statute, at will, and nothing in this job description should be construed as an employment contract.

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Page 2 of 2