

City of Boardman, Oregon
Job Description
February 2015

General Office Clerk

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this position assist with the clerical operations in City administration. The position will provide records management and document support assistance to the City Clerk as directed as well as provide service at the front counter, answer the telephones, respond to and assist the public, receive and document utility payments and handle other duties as requested. This is a records management and front line customer service position.

SUPERVISION RECEIVED:

This position is supervised by the City Clerk or City Manager for general direction and is expected to fulfill regular duties independently and as directed.

SUPERVISION GIVEN:

This position does not provide supervision to others.

ESSENTIAL JOB FUNCTIONS:

An employee holding this position is expected to carry out the following tasks. Other tasks may be added or required as needs change.

1. Answers the telephone in a courteous and timely fashion.
2. Maintains and administers records and documents as directed, including records and documents of all City departments as assigned.
3. Accepts documents from citizens, such as plans for review; prepare building inspection requests and write permits. Responds to questions from citizens and customers as required.
4. File or scan documents as required.
5. Responds to customers, answers questions, and provides information in person, telephone, and written correspondence.
6. Accept, document and process utility and building payments as directed.
7. Performs other duties as assigned.

SKILLS AND ABILITIES REQUIRED:

An employee in this position must be able to handle multiple tasks and deal with the general public in a courteous fashion, exemplifying good customer service. This position must also be able to manage the details of all functions of City Hall and be very well organized. Knowledge of Microsoft Office, phone etiquette and the process for correctly handling cash are also required.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

High school diploma or GED

One year general clerical or customer service experience including use of a personal computer and the Internet.

2015

Karen Pettigrew
City Manager