

Shelby County Department of Job & Family Services

Position Description

TITLE: Clerical Specialist 3

SUPERVISOR: H.R./Support Supervisor

PCN: 3450

CLASSIFICATION/SERIES: 3000

DIVISION: Fiscal & Support

PAY RANGE: C

EXEMPTION STATUS: Non-exempt

WORKING HOURS: M,W,TH-F 7:30 am - 4:00 pm, Tuesday 9:30 am- 6:00 pm

ESSENTIAL DUTIES:

- Performs receptionist duties such as greeting people who enter the building, handing out applications, assembling packets of forms, and operating telephone equipment to receive and transfer calls. Completes various clerical tasks related to document management activities such as scanning and issuing receipts, data entry, makes copies, filing paperwork, and pulling files for caseworkers. Prepares intermediate level correspondence and reports. Processes outgoing and incoming mail for the agency. Coordinates both routine and unexpected maintenance and repairs for agency vehicles.
- Utilizes computer programs for the tracking and maintenance of information.
- Meets procedural deadlines. Processes information and other information as required.
- Attends related training, conferences and meetings as assigned. Stays current on program regulations, policies and procedures.
- Performs miscellaneous clerical duties such as filing, typing, etc.
- Serves on internal/external committees as assigned.
- All other duties as assigned.

MINIMUM QUALIFICATIONS:

- Twelve months experience as a Clerical Specialist 2.
- Or formal education in arithmetic that includes addition and subtraction, and reading and writing common English vocabulary. Also requires one course or six months experience in typing or keyboarding and one course or six months experience in word processing. In addition, applicants must have an additional twelve months previous experience in a position similar to a Clerical Specialist 2.
- Must have the ability to professionally deal with difficult clients in adverse situations.
- Must be detail oriented, have strong organizational skills and excellent typing and computer skills.
- Must have excellent verbal and written communication skills including telephone etiquette and interviewing techniques sufficient to obtain additional information from customers.
- Must be able to multi-task.
- Must work cooperatively with other staff and community service providers.
- Must be available for occasional overnight travel.

- Must be able to bend, stretch, reach, and occasionally lift up to 40 pounds.

ACKNOWLEDGEMENT:

I acknowledge receiving a copy of this job description, that I meet all minimum qualifications, and that I can perform essential job duties with or without a reasonable accommodation.

Employee

Date

Administrator

Date