

**Jefferson County, West Virginia
Job Description**

Position Title:	Office Clerk	Grade Level:	II
Department	Engineering, Planning & Zoning Engineering Office	Date:	Dec. 6, 2018
Reports to:	Office Manager	FLSA Status	Non-Exempt

Statement of Duties: The employee performs administrative and clerical services in support of the operation of the Department of Engineering, Planning and Zoning. Employee is required to perform all similar or related duties.

Supervision Required: Under general supervision of the Office Manager, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self checking, for example, requiring accounts to balance before proceeding.

Supervisory Responsibility: Employee, as a regular and continuing part of the job does not regularly supervise other employees.

Confidentiality: Employee has access to some confidential information, not department-wide that is obtained during performance of essential functions, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Accountability: Consequences of errors, missed deadlines or poor judgment may include time loss, adverse public relations, monetary loss, and legal repercussions, jeopardize programs.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: The work environment involves everyday discomforts typical of indoor environments such as office settings, with infrequent exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours to attend evening meetings.

Nature and Purpose of Personal Contact: Relationships are primarily with co-workers and occasionally with the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and

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employees of outside organizations such as vendors, banks and/or developers/ contractors. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons. Employee may furnish news media with routine information such as meeting agendas, press releases or departmental procedures.

Occupational Risk: Duties of the job present little potential for injury. Risk exposure is similar to that found in typical office settings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Preparing Bank Deposits
2. Maintaining Employee Time Sheet Records
3. Maintaining Employee Leave Calendar
4. Prepare Purchase Orders
5. Copying & Filing Documents
6. Gathering Information for FOIA Requests
7. Scanning Documents into the Content Management System (CMS)
8. Research & Gather Information for Projects, Reports, Ordinances, etc.
9. Customer Service for the walk-in public by providing personal assistance and professional direction regarding general questions, researching fee amounts, pulling files for public review, providing copies of requested file information, and maintaining daily “walk-in” log.
10. Monitor and address incoming telephone inquiries, transcribe clear and concise messages, assist in resolving issues by communicating concerns to the appropriate recipients and follow-up communication with callers, when applicable. Maintain daily call log. Assist with telephone coverage in Engineering Department, as needed.
11. Stamp and distribute incoming mail/correspondence and process outgoing mail; dispatch and receive deliveries, and take inventory of content to assure compliance with purchase agreements upon receipt of packages. Notify staff when deliveries and fax messages arrive.
12. Evaluate office inventory and purchase supplies utilizing the County Commission Credit Card, as required. Coordinate maintenance/service of office equipment.
13. Reconcile monthly County Credit Card expenditures and maintain/submit associated Purchasing Card Procurement Log for payment approval by the County Commission. Prepare Bill Head Invoices and Per Diem submissions for employee reimbursement requests.
14. Cross-train as a temporary fill-in for other positions in the office; and perform other duties as assigned by the Office Manager and/or Director of Engineering, Planning & Zoning.

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Recommended Minimum Qualifications:

Education and Experience: High School Diploma with one year related work experience. Basic knowledge of arithmetic, English and grammar. Excellent computer skills (keyboarding, email, internet research, etc.). Course work with Microsoft Office Suite (Word, Excel, Outlook) and related computer software. Experience with viewing and printing maps from a geographic information system (GIS) is preferred.

Special Requirements: Driver's license and Notary Public may be required.

Knowledge, Abilities and Skill

Knowledge: Common policies, practices and procedures of the department and office operations; laws and regulations pertinent to position functions. Working knowledge of the Internet in support of department operations and researching and gathering information, and Microsoft Office Suite.

Abilities: Use good judgment and decision making abilities, to work independently with minimum supervision, and follow established office policies. Ability to communicate professionally with people of diverse backgrounds and levels of education is required. Ability to work well with and assist other employees.

Skills: Good typing, written and verbal communication, record keeping, and time management skills are required. Effective customer service skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper (up to 30 lbs).

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, and sorting.

Visual Demands: Visual demands include constantly reading documents for general understanding and for analytical purposes.