

CIVIL SERVICE CLERK II

Department: Civil Service **Reports To:** Director of Civil Service
Division: Administration **Location:** Administration Building
FLSA Status: Non-Exempt **Classification:** Full-Time/Civil Service
Approved By: Director of Civil Service **Date of Approval:** October 2002

Pay Grade Level: 2

JOB SUMMARY

Responsible for the performance of a variety of moderately complex clerical duties required in the daily administration of the Lafourche Parish Civil Service System and relieving supervisory personnel of clerical work by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities include the following:

- Reads and routes incoming mail. Locates and attaches appropriate file/back-up information to correspondence to be answered by the Civil Service Director; prepares outgoing mail
- Composes and types routine correspondence
- Records employee information such as personal data, compensation, attendance, performance reviews, promotions, transfers, resignations, and terminations
- Examines employee files to answer inquiries and provide information to authorized individuals in accordance with civil service policies and procedures
- Compiles data from personnel records and prepares routine reports
- Assists in conducting new employee orientation; compiles copies of the required documents for presentation; ensures that all required forms are properly completed
- Organizes and maintains file system and files correspondence and other records
- Answers and screens departmental phone calls
- Handles purchasing of supplies and equipment
- Coordinates Director's schedule and makes appointments
- Greets scheduled visitors and directs to appropriate area or person

Other duties may be assigned.

ADDITIONAL RESPONSIBILITIES

- Performs the job duties of other clerical personnel in the event of an absence which may primarily include answering all in-coming telephone calls, greeting visitors and notifying persons being visited; and responding to routine public inquiries concerning operations and procedures of government-related functions within scope of knowledge or refers to appropriate employee for response
- All parish government employees in a declared emergency shall be considered essential personnel

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance.

Interpersonal Skills - Maintains confidentiality.

Oral Communication - Listens and gets clarification; Responds well to questions.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

Dependability - Follows instructions, responds to management direction.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Jobholders must be legally able to work in the United States.

Education and/or Experience. One (1) year certificate from college or technical school; or one (1) to three (3) years related experience and/or training; or equivalent combination of education and experience.

Language Skills. Ability to read and comprehend moderately complex instructions, correspondence, and memos. Ability to write correspondence. Ability to effectively present

information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability. Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills. To perform this job successfully, an individual should have knowledge of Word Processing software.

Certificates, Licenses, Registrations. Must possess a valid Driver's License and must obtain a valid Louisiana Driver's License within 30 days of employment.

Other Skills and Abilities. Must have basic knowledge of the methods, practices, and procedures in general office administration, which also includes basic abilities in the operation of personal computers, typewriters, calculators, copy machines, and fax machines; general knowledge of computer word processing software (Corel WordPerfect, Excel, Quattro Pro, and Lotus 123, preferred), business English, spelling, punctuation, and basic methods and techniques in record keeping and filing systems.

OTHER QUALIFICATIONS

- Ability to type at least 40 words per minute and possess skills in proper formatting of a variety of correspondence, reports, and other documents.
- Ability to deal courteously and effectively with the public, governmental officials, and other employees of Lafourche Parish Government.

PHYSICAL DEMANDS

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 essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.