

ADDITIONAL RESPONSIBILITIES

- Performs support duties of related clerical positions which 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 - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar.

Dependability - Follows instructions, responds to management direction.

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. High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple 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 and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability. Ability to apply common sense understanding to carry out detailed but uninvolved 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 30 words per minute and possess basic skills in proper formatting of a variety of correspondence, reports, and other materials.
- Ability to deal courteously and effectively with the public, governmental officials, and other employees of the 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 frequently 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.