

SOLID WASTE CLERK III

Department: Public Works **Reports To:** Solid Waste Manager
Division: Solid Waste **Location:** Administration Building
FLSA Status: Non-Exempt **Classification:** Full-Time/Civil Service
Approved By: Public Works Administrator **Date of Approval:** October 2002

Pay Grade Level: 3

JOB SUMMARY

Responsible for the performance of a variety of complex clerical and administrative duties required in the daily administration of the Solid Waste Division of the Lafourche Parish Public Works Department which includes scheduling of appointments, answering in-coming calls to the Division, providing information to callers and relieving supervisory personnel of routine clerical and administrative 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 Solid Waste Manager
- Composes and types routine correspondence, resolutions, public notices and minutes/proceedings of meetings of associated committees
- Reviews mathematical accuracy of all invoices submitted to ensure that all are within budgetary limitations and sufficient for subsequent completion of annual audit
- Maintains current personnel records of all permanent, part-time, and temporary employees within the Division
- Maintains inventory system of solid waste equipment and services through the preparation and monitoring of the solid waste contract penalty assessments, invoicing for solid appliances and commercial solid waste disposal services, and monitoring of solid waste dumpsters funded by the Lafourche Parish Government
- Receives complaint/request concerning solid waste services from complainant and completes written forms for documentation of inquiry; maintains records of all complaints received and corrective action taken for subsequent response to inquiries from supervisors, elected officials, and complainants as to the status of each complaint
- Prepares and submits monthly house counts and complaint/requests activity reports on behalf of the Solid Waste Manager to the Director of Public Works, the Parish Council, and the Office of the Parish President

- Processes the payroll requests by reviewing employee time sheets for proper recordation and mathematical accuracy of time worked; Records employee exemptions and changes for subsequent submission to the Finance Department and Human Resources Division
- Receives, records, and submits all accounts receivables to the Finance Department
- Assists in the preparing of bid specifications and associated documents for the purchase of supplies, equipment, and/or materials needed in facilitation of division activities and projects
- Organizes and maintains file system and files correspondence and other records
- Answers and screens phone calls of assigned personnel
- Handles purchasing of supplies and equipment; and, arranges for equipment maintenance, as instructed
- Coordinates supervisor's schedule and makes appointments
- Greets scheduled visitors and directs to appropriate area or person
- Analyzes and organizes office operations and procedures such as preparation of payrolls, personnel, information management, filing systems, requisition of supplies, and other clerical services
- Maximizes office productivity through proficient use of appropriate software applications
- Researches and develops resources that create timely and efficient workflow

Other duties may be assigned.

ADDITIONAL RESPONSIBILITIES

- Performs the job duties of the receptionist in his/her absence 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

May supervise part-time, temporary, and permanent clerical staff in the performance of job duties.

COMPETENCIES

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

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Maintains confidentiality.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

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

Teamwork - Balances team and individual responsibilities.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; 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 will 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 Experience. Associate degree or higher from college or university or a certificate of completion from a technical school; or three (3) to five (5) years related experience and/or training; or equivalent combination of education and experience.

Language Skills. Ability to read and comprehend complex instructions, correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to vendors, elected officials, supervisors, the general public, and other employees of the Lafourche Parish Government.

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.

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

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 thorough knowledge of the methods, practices, and procedures in general office practices and procedures, which also include proficiency in the operation of personal computers, typewriters, calculators, copy machines, and fax machines; thorough knowledge of computer word processing software (Corel WordPerfect 7.0., Excel 7.0, Quattro Pro 8, and Lotus 123, preferred), business English, spelling, punctuation, and methods and techniques in record keeping and filing systems.
- Ability to type at least 50 words per minute and possess skills in proper formatting of a variety of correspondence, reports, and other materials.
- Ability to plan, evaluate, and prioritize work assignments to ensure accurate production of documents and the ability to meet deadlines.
- 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 herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will 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 and 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 the ability to adjust focus.

WORK ENVIRONMENT

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

The noise level in the work environment is usually moderate.