

CLASS CODE: 410360
PAY GRADE: 9
UNIT: AFSCME Clerical
FLSA: Non-Exempt

OFFICE GENERALIST
(Previously Clerk Typist II and Receptionist)

Distinguishing Features Of The Class:

Under immediate supervision, performs complex typing and data entry; answers and screens telephone calls, directs and transfers callers or visitors to appropriate employee/office; completes other routine clerical tasks.

Illustrative Examples Of Work:

1. Compiles, revises, and prints correspondence, reports (including statistical reports), data records and other documents from rough draft and/or recorded dictation, utilizing a VDT/personal computer.
2. Greets callers to County offices and/or buildings, assists the general public over the telephone and in-person as required; directs callers and visitors to proper destination; responds to requests for information.
3. Files, sorts and distributes departmental mail.
4. Answers and screens telephone calls; may operate a two-way radio.
5. May handle and account for monies; may assist in preparing payroll and other records.
6. Performs related duties as required.

Required Knowledge, Skills, And Abilities:

- Knowledge of office practices and procedures
- Knowledge of and ability to maintain departmental policies, practices and standards
- Ability to type 35 words per minute and/or possess data entry skills of 5,000 keystrokes per hour with a 5% or less error rate, depending upon the specific needs of the department to which the position is assigned
- Ability to operate a VDT/personal computer and other general office equipment
- Ability to communicate effectively both verbally and in writing
- Ability to compose routine letters and memoranda
- Basic proofreading skills
- Ability to file alphabetically/numerically and maintain office records
- Ability to perform basic mathematical calculations

- Ability to establish and maintain satisfactory working relationships with other County employees and the general public using courtesy, patience and tact
- Ability to make minor decisions in accordance with laws, rules, regulations and departmental policies and procedures
- Ability to frequently lift 10-50 pounds dependent upon the assigned department
- Ability to transcribe mechanical dictation may be required

Training and Experience:

- Graduation from high school or equivalent education
- One year of clerical or typing experience, or any equivalent combination of training and experience that will have provided the required knowledge, skills and abilities.

Adopted: 7/01/99