

BUILDING INFORMATION CLERK

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Department of Youth and Workforce Development and involves contact with the public requiring the explanation of office policies or applicable regulations. The incumbent in this position generally performs routine clerical work and may assist in performing more difficult and responsible clerical duties. Immediate supervision is provided. Supervision over others is not a responsibility of this position.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Furnishes information to the public, visitors, clients;
- Provides simple directions to clients, patrons and participants;
- Converses with visitors;
- Answers telephones and provides information as required;
- Cleans and maintains front desk area;
- Straightens brochures and literature;
- Clears tables and keeps furniture in order;
- Assists in preparation and maintains physical appearance of displays;
- Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of English, spelling and arithmetic;
- Ability to understand and carry out oral and written directions;
- Ability to clearly express ideas both orally and in writing;
- Ability to converse easily with the public;
- Ability to use communications and telephone equipment;
- Ability to deal calmly and effectively with co-workers and the public;
- Ability to sort material in alphabetical or numerical order;
- Ability to lift objects, such as books, pamphlets, supplies and materials;
- Courtesy and tact;
- Good judgment;
- Accuracy;
- Orderliness;
- Physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or a high school equivalency diploma and two (2) years experience working with the public.