

INFORMATION CLERK II

DISTINGUISHING FEATURES OF THE CLASS: This work involves clerical tasks which assist the agency or department by fulfilling certain public and administrative needs such as: maintaining files, compiling and disseminating information. The incumbent in this position generally performs routine clerical work and may assist in performing more difficult and responsible clerical duties. Work may involve contact with the public requiring the explanation of office policies or applicable regulations. Immediate supervision is provided. Supervision over others is not a responsibility of this position. The difference between Information Clerk I and an Information Clerk II is that the Information Clerk II performs more complex clerical work.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Performs various clerical tasks such as staffing reports, payroll information and coordination of work with other clerical workers, as directed;
- Enters and retrieves information in an automated information system;
- Answers telephones and provides information as required;
- Maintains departmental records or files;
- Directs referrals to City, County and State Agencies;
- Furnishes information to the public, visitors, clients;
- Distributes mail, incoming and outgoing.
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the City of Albany, its departments and structure, and their relationship with County and State Agencies;
- Good knowledge of personal computers; and office equipment;
- 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 complete multiple tasks under time constraints imposed by the nature of the job;
- Ability to use communications and telephone equipment;
- Ability to deal calmly and effectively with co-workers and the public;
- Good judgement in dealing with co-workers and the public;
- Neat personal appearance;
- Courtesy;

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- Tact;
- Reliability;
- Accuracy;
- Clerical aptitude and mental alertness;
- Physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE:

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

NOTE:

Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.