

# Uintah County

## Job Description



|                    |                       |                        |      |
|--------------------|-----------------------|------------------------|------|
| <b>Title:</b>      | Information Clerk     | <b>Code:</b>           | 402  |
| <b>Division:</b>   | Administration        | <b>Effective Date:</b> | 3/07 |
| <b>Department:</b> | Facilities Management | <b>Last Revised:</b>   | 3/07 |
| <b>FLSA Cat:</b>   | Non-Exempt            | <b>Pay Grade:</b>      | 7    |

### GENERAL PURPOSE

Performs a variety of **working level reception duties** as needed to expedite the receiving and processing of telephone communications for the county complex including county and state offices. Assists in various clerical duties as assigned.

### SUPERVISION RECEIVED

Works under the close to general supervision of the Facilities Manager.

### SUPERVISION EXERCISED

None.

### ESSENTIAL FUNCTIONS

Operates complex telephone switchboard and paging communications equipment; receives, responds to and directs incoming telephone calls; queries callers to identify needed assistance, determines appropriate department or office and directs calls accordingly.

Greets the public; provides first level customer service; responds to requests for information and provides factual information related to county services, programs, and general policies, practices and procedures; provides walk-in patrons with requested forms, publications and other informational materials.

Directs walk-in clients and visitors to proper office locations; apprises staff of appointment arrivals.

Listens to public complaints, questions, etc.; responds to questions and concerns by referring individuals to appropriate personnel for assistance.

Operates computer word/data processor as needed to perform clerical duties; types letters, memos and other correspondence; data enters expense details as needed to track and monitor budget activity.

Writes and delivers messages to personnel; maintains current list of assigned telephone extensions; monitors system to detect problems, apprises supervisor of potential problems and repairs.

Operates mail metering and sorting equipment. Performs as mail clerk; signs for incoming mail and special deliveries; distributes mail to proper addressees and offices; monitors tracking codes to determine timely and proper deliveries. Processes outgoing letters and parcels.

Prepares request for purchasing of office supplies and mailroom services.

Performs related duties as required.

### MINIMUM QUALIFICATIONS

1. Education and Experience:
  - A. Graduation from high school or Equivalent

AND

B. One (1) year of general work experience related to;

OR

C. A combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

**Working knowledge** of telephone switchboard operations and procedures; basic public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of personal computer (Windows); operation of standard office equipment; some knowledge of basic mathematics; some knowledge of basic public relations.

**Skill in** the use of communications equipment.

**Ability** to work independently and deal effectively with stress caused by continuous public contact; operate standard office equipment; communicate effectively, verbally and in writing; perform basic mathematical calculations; operate standard office equipment; effective working relationships with supervisors, fellow employees, and the public.

3. Special Qualifications:

None.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

\*\*\*\*\*

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_  
(Employee)