



# CITY OF OMAHA CLASS SPECIFICATION

## CLASSIFICATION TITLE: CLERK I

BARGAINING UNIT: [CIV BARGAINING](#)

CODE NUMBER: 5020

PAY RANGE CODE: [00110](#)

REVISION DATE: 9/29/16

### NATURE OF WORK:

This is entry level work involving the performance of non-complex clerical functions. Work may involve frequent contact with the public.

**ESSENTIAL FUNCTIONS:** *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Receives, sorts, and distributes mail.

Greets the public, explains services and regulations, and responds to questions.

Assists the public with completing forms, paying fees, ordering and claiming items, and operating equipment, such as copiers and computers.

Sorts, files, and distributes or stores books, cards, files, print-outs, bond forms, and other related documents.

Packs and prepares items for shipment. Receives, unpacks, checks items for defects or shortages, and matches order slips with invoice receipts.

Packages defective or incorrectly received goods for return shipment.

Maintains and monitors inventory records.

Answers the telephone and directs callers; receives complaints and records information or forwards calls to the appropriate authority; schedules inspections, and provides information.

Contacts employees or the public to acquire or impart information.

Types standard documents such as vouchers, cards, and bond forms.

Retrieves computer information such as names, addresses, legal descriptions of land, property owners, and license plate numbers.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of business English, spelling, grammar, and punctuation.

Knowledge of general office procedures, standard clerical techniques, and office equipment.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to establish and maintain effective working relationships with fellow employees and members of the general public.

Ability to understand oral or written instructions.

Ability to quickly and accurately perform basic mathematical computations including addition, subtraction, multiplication, and division.

Ability to operate a standard keyboard to access data in a computer or to type forms or other standard documents.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to reach, balance, stand, walk, and lift from 76 to 100% of the time; bend, squat, push, and pull from 51 to 75% of the time; and stoop and crawl from 0 to 25% of the time.

Ability to sit and type 50 to 100% of the time.

Ability to move objects weighing up to twenty (20) pounds 0 to 33% of the time, and objects up to ten (10) pounds 34 to 66% of the time.

**EDUCATION AND EXPERIENCE:** *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

High school graduation or its equivalent

**WORKING CONDITIONS:** *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed primarily in an office setting; however, may also be performed in an industrial building setting and may involve working with or near electrical currents, working in confined spaces, in normal conditions of humidity, fumes, odors, and dust.

**EQUIPMENT OPERATION:** *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Typewriter	Computer	Calculator
Two-Way Radio	Printer	Copier
Telephone Console	Scanner	Microfilm Machine
Telecommunications Device for the Deaf	Facsimile Machine	

Previous Revision Date(s):  
10/29/92