



CITY OF CHINO

Clerical Aide

Definition:

Under direct supervision, performs a variety of routine clerical tasks, including providing routine information to the public, typing routine correspondence and simple reports, assisting co-workers, and other related duties as assigned.

Class Characteristics:

This is a multiple position classification that may be utilized in various City departments.

Essential Functions:

- Operate a variety of office equipment including a 10-key adding machine, typewriter, and computer using various software programs such as Word, Excel and PowerPoint.
- Proofread and correct typed/entered information for accuracy.
- Type routine correspondence, standard forms, lists, cards, addresses and labels from handwritten notes, typed copy or verbal direction.
- Prepare, sort and file correspondence, documents and materials.
- Maintain established files, manuals, or indices in accordance with prescribed filing system procedures.
- Research files for requested information.
- As assigned, operate a central telephone system, provide centralized telephone operation and public information services, answer incoming telephone lines, evaluate the nature of the call and direct the call to the appropriate office or person.
- May receive, time stamp, route and distribute materials or mail in accordance with prescribed methods.
- May assist with registration of class participants for City sponsored classes and collect fees.
- May collect payments, issue receipts, operate a cash register and prepare deposits.
- May be required to operate a vehicle to make deliveries and assist with loading and unloading of mail, supplies, materials or equipment to be delivered.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The ideal candidate will possess the best combination of training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).

Knowledge of:

- Office procedures.
- The operation of office equipment.
- Numeric and alphabetical filing systems.

Ability to:

- Work safely and efficiently.
- Communicate clearly and concisely, both orally and in writing.
- Use, and edit documents for, correct English grammar, punctuation, and spelling.
- Establish and maintain cooperative working relationships.
- Deal tactfully and courteously with internal and external customers.
- Understand and follow oral and written directions.
- Operate a variety of office equipment and a computer using a variety of software programs.
- Perform routine clerical and record keeping duties.
- Alphabetize or numerically/chronologically sort materials.
- Maintain confidentiality of sensitive information and data.

Special Requirements:

- Depending upon assignment, possess a valid Class C California Driver License and a satisfactory driving record.
- Work a flexible schedule on a part-time, or part-time/on-call basis, between the hours of 7:30 a.m. – 5:30 p.m., Monday through Friday (hours/days will be adjusted as needed). Some assignments include evening hours.
- Communicate verbally in English and Spanish (desirable for some assignments).
- Depending upon assignment, some experience with a switchboard system (highly desirable for some assignments).
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I

Link to description [here](#)

Employee Unit:

Part-time/Temporary/Seasonal

Revised: 2/5/07

Replacing Clerical Aide classification specification dated 8/1/02.

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