Kenosha Police Department Policy and Procedure Manual

Subject: JOB SPECIFICATIONS – CLERK TYPIST II

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CLERK TYPIST II

I. CHARACTERISTICS OF THE CLASS

A. Under general supervision, provides primary clerical and secretarial support to a department or functional area. Knowledge of the department, telephone etiquette and excellent keyboard skills are critical to this position. Duties include a variety of clerical and secretarial tasks, including non-routine administrative matters and/or heavy public contact work. Work is reviewed through conferences, observation of work in progress, and written reports for results obtained and adherence to established policies and procedures. Performs other work as requested or assigned.

II. EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative only)

A. Reviews and verifies employee time cards daily, hourly + overtime, transfers information to weekly time sheet.

B. Answers telephone and receives inquiries and/or complaints, providing information based on considerable knowledge of programs and activities, or referring callers to appropriate personnel, as necessary; routes messages for Department personnel, as necessary; operates a two-way radio.

C. Greets citizens, visitors or customers and directs to proper unit or provides customer service; provides specific information and assistance related to programs or services provided by assigned area.

D. Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.

E. Types materials from typed or handwritten copy, which requires use of a variety of standardized formats for preparing correspondence, reports, schedules, records, minutes, etc.; assumes responsibility for correctness of spelling, punctuation, grammar and format.

F. Opens, sorts and distributes mail; inventories, requisitions and distributes supplies and monitors equipment service and repairs.

G. Processes purchase orders; verifies packing slips for appropriate quantities and quality of product order and invoices to purchase orders for amounts to be paid.

H. Performs administrative duties and compiles data for specials projects or reports, as assigned, ensuring completion by specified deadlines and in accordance with established
goals and objectives.

I. Maintains filing system of correspondence, forms, cards, receipts, reports and records; maintains log books, ledgers or other audit and tracking records.

J. Operates automated office equipment including photocopier, computer, printer, calculator, facsimile, typewriter, dictaphone or transcriber, etc.

K. Generates statistics; requests additional information as needed; researches, collects and compiles data; verifies reports for accuracy; collates reports.

L. Maintains appointment calendar; schedules meetings and activities.

(NOTE: The duties listed above are intended as illustrations of the various types of work performed by persons in positions covered by this classification specification. This list is not all inclusive. The omission of a particular job duty does not mean that the duty is not one of the essential functions of the position. Management reserves the right to assign employees in this classification to duties not listed above, if the duties are fairly within the scope of responsibilities applicable to the level of work performed by employees in positions covered by this classification specification. This classification specification does not create an employment contract between the City and the employee and is subject to change by the City as the needs of the City and the department change over time.)

III. REQUIREMENTS

A. Training & Experience:

1. High School Diploma or GED;

2. One (1) year of experience at the top step of the Clerk Typist I classification with the City of Kenosha;

3. Must have keyboard skills and proficiency with a varied range of computer application programs;

4. Must be able to type at a rate consistent with departmental needs (typically at a minimum of 50 words per minute);

5. May be required to assist in snow and ice removal activities.

B. Knowledge, Skills and Abilities:

1. Knowledge of business English and arithmetic;

2. Knowledge of departmental and municipal rules, regulations, policies and procedures;

3. Knowledge of modern office terminology, methods, practices and procedures;

4. Skill in the operation of modern office equipment;

5. Ability to understand and follow complex oral and written instructions;

6. Ability to establish and maintain effective working relationships with fellow employees, superiors and the general public;

7. Ability to make accurate arithmetic calculations with speed and accuracy;

8. Ability to interpret and apply established policies and procedures;

9. Ability to communicate information tactfully and impartially;
10. Ability to maintain complex records and prepare reports;
11. Ability to develop, install and communicate clerical procedures from general instructions.

C. Physical Requirements:
1. Task involves some physical effort, i.e. some standing and walking, or frequent light lifting (5-10 pounds).
2. Task may involve occasional heavy lifting or moving (100 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment.
3. Task may involve extended periods of time at a keyboard.

D. Environmental Requirements:
1. Task is regularly performed without exposure to adverse environmental conditions.

E. Sensory Requirements:
1. Task required sound perception and discrimination.
2. Task requires visual perception and discrimination.
3. Task requires oral communications ability.

F. Additional Requirements:
1. Possession of a valid driver's license and a good driving record.
2. May be required to provide a personal vehicle for use on the job.

FLSA Status: Non-Exempt

[Signature]
DANIEL C. WADE, CHIEF OF POLICE