

CLERK II

GENERAL DESCRIPTION OF CLASS

Under the direction of a manager or administrator, performs a variety of clerical duties; assists the supervisor with administrative, procedural, and clerical detail.

DISTINGUISHING CHARACTERISTICS: The Clerk II performs the full range of duties under general supervision and may be assigned clerical work involving specific routine responsibilities requiring little independent judgement; the incumbent\ may perform specialized, moderately complex tasks requiring an intermediate skill level. All positions assigned to this class work with less supervision and are required to perform assigned responsibilities semi-independently, while exercising good judgment and initiative within general guidelines in performing the full range of duties assigned to this classification.

REPRESENTATIVE DUTIES:

The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Performs a wide variety of clerical work related to the function of assignment. *
2. Types a variety of documents related to the assignment including but not limited to forms, memorandums, reports, bulletins, handbooks, questionnaires, requisitions, contracts, email, standard correspondence, and other department materials from standardized templates, marginal notes, rough drafts, or verbal instructions. *
3. Compiles information from various sources and types on a variety of forms. *
4. Reviews documents and spreadsheets for accuracy, completeness, and conformance to established procedures; ensures confidentiality of documents as they related to the assignment such as Health Insurance Portability and Accountability Act (HIPAA); Family Educational Rights and Privacy Act (FERPA), and/or other regulations and District policies.*
5. Updates and maintains assigned department calendars and/or schedule of appointments and/or events; makes and confirms reservations or appointments, schedule meetings. *
6. Gathers and compiles contact email list and department documentation; assists with department and/or division surveys and statistical data. *
7. Assists with processing facility use requests by distributing and emailing copies and entering request information onto the calendar. *
8. Assists with the processing of department requests such as verification and issuance of key requests, verifying appropriate signatures, and printing reports; assists with the collection of keys. *
9. Serves as a receptionist and provides routine assistance to staff, students, visitors, and the public; screens and directs calls; regarding programs and services, policies and procedures related to the area of assignment; provides information and assistance to visitors in a timely manner. *

10. Receives and responds to inquiries; and provides accurate information and guidance concerning District and department standards, procedures, processes, and programs. *
11. Develops, reviews, edits, maintains, and organizes various documents and department/division records, documents, and filing systems; assists with marketing or promotional materials and information for assigned programs to increase employee, student, and the public's awareness. *
12. Opens, prioritizes, and routes incoming mail. *
13. Operates standard office equipment including computers with related software including Microsoft Office Suite (Word, Excel, Outlook), multi-line phones including voice mail, fax, e-fax, copiers, printers, scanners, and calculators; arranges for repairs of office machines or coordinates with the appropriate department to schedule repairs. *
14. Utilizes a variety of software programs and District databases to extract data, generate and print reports, create work orders, and assist District and college staff with needed information in the course of the assigned responsibilities. *
15. Inventories department office supplies and equipment; orders, stores, tracks, and issues supplies, and materials pertinent to the function to which assigned. *
16. Compiles and tabulates statistical data. *
17. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
18. Assists with providing clerical support to a variety of committees, trainings, and projects; tracks, compiles, and updates, documents, spreadsheets, webpages, database programs, and filing systems. *
19. Resolves routine day-to-day issues and escalates concerns of a non-routine nature to supervisor or manager, as appropriate. *
20. May act as a dispatcher for college police, transportation, and facilities operations personnel, maintaining the proper use of emergency radio protocol for all Emergency Service and operates two-way radios; issue staff, carpool and vendor parking permits and vendor badges based on the district's policies and procedures; process lost and found items.
21. May assist in campus / community emergencies and natural disasters.
22. May receive, issue, and process credit card transactions and/or payments; provides receipts for monies.
23. May serve on a variety of District committees as requested.
24. May assist department with a variety of specialized or technical duties, as appropriate for the classification.
25. May interview, train, and provide work direction to student workers and/or short-term, temporary staff.
26. May perform outreach to incoming students, as requested.
27. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- High School Graduate or General Educational Development (GED); **AND**
- One (1) year of experience closely related to the duties and responsibilities of this class.
- Or, any combination of education and experience which would provide the required qualifications for the position.

DESIRED QUALIFICATIONS:

- Two (2) years of general office experience including knowledge of computer software programs.

- Courses in keyboarding and office practices.
- Hold and maintain a valid driver license throughout duration of employment with the District.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

KNOWLEDGE, SKILLS, AND ABILITIES: (*May be acquired through education, training and/or experience.*)**Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Mobile devices and applications utilized by the District and/or college.
- Techniques related to receiving and greeting visitors, guests, and employees.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Modern office practices and procedures.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Perform the essential responsibilities of the position.
- Learn, understand, interpret, and apply District and department rules, regulations, policies, and procedures.
- Communicate and cooperate with other departments.
- Provide information pertaining to area and/or department policies, procedures and other pertinent information.
- Maintain clerical records and prepare reports.
- Perform clerical work with speed and accuracy.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Accurately research various information.
- Spell correctly and prepare related reports.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Work with diverse populations.

- Establish and maintain cooperative relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to lower-level staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.