



Title: Customer Service Clerk

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform general clerical and administrative support for the assigned department. This is accomplished by verifying and entering timesheets into computerized system; creating requisitions; preparing and mailing customer requested literature and teacher class passes; ordering and maintaining department supplies; answering customer inquiries regarding routes, schedules and fares; maintaining and distributing department schedules; maintaining files; producing reports; typing correspondence. Other duties include assisting with community presentations and group travel arrangements; mail collection and distribution to other departments; transporting merchandise; ordering, maintaining inventory and stocking department materials.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Provides general routine clerical support; types correspondence, answers phone and assists customers; maintains department schedules; updates and distributes Block Books and Sign-Up packages; copies and distributes documents, orders, stocks, inventories and distributes department supplies..	40%
2	S	Performs general timekeeping activities; collects timesheet information; inputs data into computerized system; sends timesheets to Payroll; maintains related files; maintains spreadsheet for earned time off.	30%
3	S	Maintains Class Pass program; provides route, schedule and fare information; produces itinerary letters; mails and distributes route information for customers; provides information about and coordinates group travel.	15%
4	L	Collects and delivers mail to/from various locations; collects and delivers new and expired merchandise; collects petty cash from bank; runs errands as assigned.	15%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum one (1) year clerical and customer service experience.
Supervision	Position has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas with moderate impact to the organization.
Freedom to Act	After receiving general instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results. There is some opportunity for discretion while making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion and impact of actions results in moderate benefits or costs in time, money, or public/employee relations.
Technical Skills	Work requires the use of standard technical skills appropriate to the work environment of the organization. Application of skills affects accuracy of multiple projects.
Budget Responsibility	Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.
Reading	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic – Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names and addresses Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Possession of a valid California Class C Driver’s License and good driving record is required. Typing certificate verifying minimum speed of 45 net words per minute.

KNOWLEDGE
<ul style="list-style-type: none"> • Record keeping and filing methods and systems • Basic mathematics • Practical application of computers and peripheral equipment • English grammar, punctuation, spelling, and usage • Standard office machine usage • General methods of tactful public communication and customer service practices



SKILLS
<ul style="list-style-type: none"> • Intermediate word processing, spreadsheet, database and e-mail software. • Specialized software related to functional area.

ABILITIES
<ul style="list-style-type: none"> • Learn, understand and apply District and departmental operating policies, procedures, systems, and methods • Understand and follow verbal and written instructions • Organize information clearly and precisely • Handle all internal/external contacts with courtesy, diplomacy, and tact. • Establish and maintain effective working relationships with employees and external contacts • Effectively deal with difficult people and situations • Prioritize and deal with conflicting workload requirements • Communicate clearly and concisely in English both orally and in writing • Apply customer service skills, representing the District in a positive way while working with the public • Prepare reports related to position • Compose basic business correspondence • Accurately proofread details, noting and detecting errors • Learn District’s routes, schedules and fare structures and read maps • Learn proper use of trip planning software • Accurately type 45 net words per minute

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “X”-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.



PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
---	---	---	---	---

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Communicating with co-workers
Sitting	C	Desk work; Meetings; Driving
Walking	F	To other departments/offices; Around work site
Lifting	O	Supplies; Files
Carrying	O	Supplies; Files
Pushing/Pulling	O	Equipment
Reaching	O	For supplies
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard
Kneeling	N	
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	F	From computer to telephone; Getting inside vehicle
Climbing	R	Stairs; Step stools
Balancing	R	On steps stools
Vision	C	Reading; Computer screen; Driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Call distribution system, fax machine, copier, vehicle, printer, scanner, PC and software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	--	---	------------------------	-------------------

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (specified, if applicable)	

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	S
Noise and Vibration	N
Wetness/Humidity	S
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED: None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
---	---	---	-----------------------------------

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	N
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other	N

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	X
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.