

**ADMINISTRATIVE CLERK III**

**DESCRIPTION/PURPOSE:** Assist with the administration of department programs by providing a variety of complex clerical and administrative services and support. Answers client and public inquiries concerning the general features of the programs administered by the Authority and refers specific questions to qualified Authority representatives.

**DISTINGUISHING CHARACTERISTICS:** Positions in this class are characterized by the performance of specialized, difficult and responsible clerical work requiring thorough knowledge of clerical methods and procedures and the exercise of considerable discretion and independent judgment in performing and scheduling their work. This position may have frequent contact with the public and be required to have knowledge of specific laws, rules and procedures of the department. This position may be required to train lower level clerical positions.

**SUPERVISION RECEIVED AND EXERCISED:** Under the direct and general supervision of the department director or designee.

**ESSENTIAL JOB FUNCTIONS:** Duties may include, but are not limited to, the following:

- Manage departmental information flow, correspondence, reports and filing in accordance with regulations, policies, and procedures.
- Provide administrative support to schedule appointments, manage calendars, coordinate events, workshops and meetings, and assist with event planning
- Establish and maintain systems to track administrative processes which includes data entry, maintenance of files, logs, spreadsheets, and databases, generate reports, and data clean-up to address duplicate entries, and other data anomalies.
- Assist with reasonable accommodation requests to collect forms and letters, update logs, send letters or process of administrative functions.
- Coordinate HQS administrative processes with includes scheduling inspections, enforcing HQS such as processing abatement, initiating unit termination, collecting and reviewing self-certification forms, and providing general guidance to property owners, property managers, participants and other stakeholders on inspection processes and requirements. Work with inspection software and handled computers.
- Provide lobby support to clients which includes meeting with walk-ins to provide general information on Authority programs and services, assist clients with reviewing and completing documents and forms, and triage sensitive and complex cases to appropriate staff.
- Respond to general informational inquiries which include respond to telephone calls and messages, and respond or triage general Authority email exchanges. .
- Research and process reports, confidential documents, contracts, and correspondence in accordance with established formats, notes or instructions. Process departmental items requiring official action. Coordinate and assist in administering special projects and programs.
- Maintain and update complex manuals, reference materials, and automatic record keeping systems.
- Provide varied clerical support.
- Assist info center and other department staff as needed for coverage of administrative duties.
- Review and authenticate bills submitted for payment and forward them for approval.
- Take and transcribe minutes of oral presentations, hearings, and other meetings.
- Maintain communications databases for telephones and voice mail; perform minor troubleshooting.

**OTHER JOB FUNCTIONS:**

- May be required to participate in training of staff.
- Verbal and Written translation for others according to bilingual skills.
- Perform related duties as assigned.

**REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:**

Knowledge of: Policies, programs, principles, techniques and terminology of programs administered by the department/general knowledge of other Housing Authority programs. Familiarity with laws and regulations governing federally-assisted housing. Business letter writing and basic report preparation. Principles and procedures of record keeping and basic mathematical principles. General office procedures, proper telephone etiquette. Ability to operate various office machines. Personal computers, word processing and spreadsheet programs, and their use.

Ability to: Type from clear copy at 60 words per minute, proofread; understand oral and written instructions and procedures. Be courteous, exercise judgment, discretion and maintain confidentiality in dealing with clients, general public, and co-workers. Communicate effectively in English in written and oral expression. Take and transcribe dictation using any manual method. Exercise independent initiative and judgment in decision making. Research, locate, compile and summarize data. Work effectively with time-schedules, set priorities, and multi-task. Be detail oriented and possess organizational skills. Work accurately and independent. Skillfully operate keyboard equipment and have experience utilizing a personal computer with necessary applications programs. Troubleshoot general hardware and software computer problems.

Licenses and Certificates: Possession of, or the ability to immediately obtain and retain, a valid California Driver License.

Physical Requirements/Work Environment – Must be able to sit for lengthy periods of time in an indoor office environment; stretch bend, and have the manual dexterity to operate keyboard equipment. Have the visual and auditory capacity to operate with the perception and discrimination required by the duties of the classification. Lift up to 25 lbs.

Other - Employee may be requested to use his/her personal vehicle, reimbursed at the agency-authorized rate, in the performance of duties. If the employee agrees, the employee must show proof of and maintain automobile insurance coverage at or exceeding the minimums specified by agency policy.

- Provide proof of US citizenship or, Documentation showing authorization to work in U.S as outlined by the Department of Homeland Security form I-9.
- Fluency in conversational Spanish is desirable and may be required for specific positions.
- Be bondable.

**EXPERIENCE AND EDUCATION GUIDELINES:** Any combination of experience and education that provides the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and acquire the abilities would be:

Experience - Four years of responsible general clerical or secretarial experience in a multi-function office environment, preferably within a housing related industry.

Education - Possession of an Associate's Degree from an accredited college or university with major course work in sociology, social work, or business administration.

The Housing Authority of the County of Santa Cruz is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.