

ADMINISTRATIVE CLERK II

DEFINITION/PURPOSE: Perform a variety of difficult and critical clerical administrative services involving the maintenance, preparation, distribution, review, and data entry of Authority documents and correspondence, scheduling interviews and services, and serving the public and Authority tenants by acting on their requests within procedural constraints. Answer both specific requests and general public and tenant and landlord inquiries concerning Authority properties, the Authority and its programs, and refer individuals to the proper sources for details and technical aspects of their inquiries. Prepare and mail date-critical documents in a timely manner. Provide direct clerical administrative assistance to department specialists, supervisory and management staff. This position may be assigned to the phones full time and /or to the Receptionist desk on a full-time basis.

DISTINGUISHING CHARACTERISTICS: This is the full journey-level class in the Administrative Clerical series. Positions in this class perform a variety of difficult, complex, and time-critical clerical tasks in all departments. This classification is distinguished from the Administrative Clerk I classification by the requirement of specific program knowledge, the use of judgement, and necessity to solve most problems with little intervention by the supervisor. It differs from Administrative Clerk I by the requirement of frequent contact with the public, applicants, and Authority tenants. It is also required to have knowledge of specific laws, rules and procedures pertaining to the department.

SUPERVISION RECEIVED AND EXERCISED: Under direct and general supervision of the department director or other assigned supervisor. Has no supervisory responsibility; however, may provide lead direction to lower level clerical personnel, as assigned.

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

- Prepare and maintain letters, forms, contracts, reports, logs, statistics, files, cards, notices and other technical documents, in accordance with established formats, notes or verbal instructions.
- Provide direct phone and in person support to the public by responding to inquiries.
- Receive, review, and process documents; monitor documents to maintain timeliness of processes. Request missing documents.
- Mail notices to applicants, tenants, and landlord concerning time limits, schedules, etc.
- Maintain Authority wait list database by entry of pre-application information. Modify data – base based on submission of status change forms or letter request. Make transfers of eligible applicants to appropriate wait lists.
- Conduct credit checks and other suitability determination as provided by procedure.
- Prepare and process contracts.
- Prepare information packets for applicants, tenants, and landlords.
- Meet with clients to determine if they meet program criteria.
- Track status of housing units from lease-up through vacating. Prepare vacate charges to the tenant.
- Contact and schedule approved vendors for performance of maintenance work.
- Perform data entry. Maintain database and generate reports in accordance with established formats. Enter messages concerning documents or phone calls received.
- Prepare computer generated periodic reports, letters, notices, and labels.
- Update insurance certificates of vendors.
- Perform procurement research and prepare Purchase requisitions.
- Schedule and prioritize appointments for/with employees, and for/with tenants and client public by phone and in person.
- Prepare work orders.

- Prepare staff meeting agendas, and take and transcribe staff meeting minutes.
- Participate in answering telephone and walk-in inquiries. May be assigned to phones full time. May be assigned to the Receptionist Desk on a full time basis; Provide general and specific information. Monitor and respond to voice-mail messages.
- Receive and distribute mail, FAXes, e-mail, etc.
- Assist in the maintenance of office/department supplies. Order supplies and equipment as approved.
- Scan documents and files into laserfiche.
- Process documents/files for storage; maintain storage logs; process storage & retrieval requests.
- Provide backup for receptionist/switchboard.

OTHER JOB FUNCTIONS:

- May be required to participate in training of staff.
- Translate for others according to bilingual skills. Translate into informal written translation.
- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Business letter writing and basic report preparation. Principles and procedures of business record keeping, basic mathematical principles, and in the subject-matter pertaining to the assigned department. General office procedures, proper telephone etiquette, and the operation of various office machines. Personal computers, word processing and spreadsheet application programs, and their use. Authority programs and the general requirements of those programs.

Ability to: Type from clear copy at 45 words per minute, proofread; understand oral and written instructions and procedures. Work independently with limited supervision. Be courteous, exercise judgment, discretion and maintain confidentiality in dealing with clients, general public, and co-workers. Work effectively with difficult clients. Work effectively with time-schedules, set priorities, and multi-task. Be detail oriented and possess organizational skills. Skillfully operate a keyboard and have experience utilizing a personal computer and the required applications programs. Communicate effectively in English in written and oral expression.

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

Physical Requirements/Work Environment – Must be able to sit for lengthy period of time in an indoor 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. Be able to lift 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 - Two years of responsible general clerical or secretarial experience in a multi-function office environment, preferably within a housing-related industry

Education - Completion of twelfth grade or recognized equivalent, supplemented by clerical/secretarial training. Possession of an Associate's Degree from an accredited college or university with major course work in sociology, social work, or business administration is desirable.

The Housing Authority of the County of Santa Cruz is an Equal Opportunity Employer. In compliance with the Americans 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.