



CITY OF CONCORD
invites applications for the position of:

Administrative Clerk II

SALARY: \$22.01 - \$28.09 Hourly
\$3,815.07 - \$4,868.93 Monthly
\$45,780.80 - \$58,427.20 Annually

OPENING DATE: 09/05/19

CLOSING DATE: 10/04/19 05:00 PM

JOB CHARACTERISTICS:

*****OPEN & PROMOTIONAL JOB OPPORTUNITY*****

Administrative Clerk II

The City of Concord is seeking a customer service-oriented individual to serve as an **Administrative Clerk II** in the **Multi Family Inspection Program** (Building Division) of the Community and Economic Development Department. For more information on the Multi Family Inspection Program, please click [here](#).

The Multi Family Inspection Program **Administrative Clerk II** ideal candidate is someone:

- Who is a solution-focused problem solver;
- Who possesses effective communication skills;
- Who possesses conflict resolution skills;
- Who is proactive in the delivery of services;
- Who has the ability to collaborate with all stakeholders;
- Who has proficiency with both Microsoft Word and Excel;
- Who has a mild temperament when dealing with difficult customers;
- Who has knowledge of basic accounting principles;
- Who has polished presentation skills;
- Who can multitask and prioritize their work effectively;
- Who can handle complaints with tact and professionalism; and
- Who embraces, promotes and is guided by the [City's Mission, Vision and Values](#)

While not required, a candidate that is **bilingual** (can read, speak, and write in both English and Spanish) is highly *desired*.

TYPING CERTIFICATE

Administrative Clerk II

A typing certificate issued within the last 12 months is required. The typing certificate must be attached to the online application and scored according to the following method: 5 minute timed typing exercise, showing a gross rate of speed and a net rate of speed. **This information MUST be included on the typing certificate. Applications received without a valid typing certificate attached, or not meeting the minimum words per minute (45 net WPM) WILL NOT be considered and WILL NOT be contacted to correct the deficiency. Online typing tests/certificates WILL NOT be accepted.**

For a list of agencies where you can obtain your typing certificate, please click [here](#).

SELECTION PROCESS

1. Submit a completed City of Concord application, complete the required supplemental question responses, and attach a valid typing certificate online at www.cityofconcord.org by **5:00 p.m., Friday, October 4, 2019**. Only application materials submitted online during the filing period will be accepted.
2. All qualified applications and supplemental responses will be competitively evaluated, and those candidates demonstrating the strongest qualifications for the position will be invited to participate in a panel interview, which is currently **scheduled for Friday, October 18, 2019**. If you are selected to participate in the panel interview, you will be notified the week prior; if you are unavailable to participate in the panel interview, we regret that we will not be able to reschedule you.
3. Successful candidates will be placed on the Administrative Clerk II eligibility (hiring) list, based on rank, for further consideration to fill the current regular vacancy, as well as others occurring over the next 12 months.

IMPORTANT: *Contact with candidates will primarily be via email. Make sure you list a current email that you **check regularly** on your application.*

If you have any specific questions regarding the recruitment and selection process, please contact the Human Resources Department at (925) 671-3308.

ADMINISTRATIVE CLERK II

Purpose

Performs reception, variety of word processing, typing, proofreading, record and file maintenance, transcription, public contact, forms processing, and technical and general journey-level clerical and/or secretarial activities; performs related and other work as required all within the context of the City's Mission of providing responsive, cost effective, and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

Equipment, Methods & Guidelines

Typically uses microcomputer system, word processing and other software, computer terminal, telephone, typewriter, calculator, copy and facsimile machines; and automobile; may use transcription equipment; may use telecommunication systems. Reference materials include policies and procedures, administrative directives, departmental instructions, and user manuals.

Working Conditions

Work is generally performed in an office setting. Pressures may be generated by deadlines, volume of work, frequent interruptions, and seasonal peak work periods. Some positions may involve evening public meetings, which extend hours of work beyond the normal workday.

Physical Demands

Work may include prolonged sitting, as well as moderate lifting, carrying, pushing, pulling, reaching, and stooping; manual dexterity; clear speech; and visual and hearing acuity. Some positions involve daily lifting, climbing stepladders and stairs.

Supervisory Guidance Received/Given

Supervision received is intended to prescribe general objectives and methods for achieving objectives. Certain assignments may, however, involve receiving detailed instructions. No supervisory responsibilities are assigned.

Allocation Factors/Distinctions

An experienced, journey-level secretarial/clerical class.

EXAMPLES OF DUTIES INCLUDE, BUT ARE NOT LIMITED TO:

1. Provides information over the telephone and/or at a public counter which requires the use of independent judgment or knowledge of rules, regulations, and procedures pertaining to the work;

receives visitors; directs caller or visitor to others; may refer the inquiry to sources within the City or other public or private agencies.

2. Performs word processing and types a variety of materials including correspondence, reports, contracts, resolutions, forms, indexes, and statistical data; may perform transcription typing; may compose routine correspondence or prepare draft documents for review by others.
3. Proofreads and checks documents for clerical and arithmetical accuracy and completeness, and for compliance with established standards and procedures; reviews forms, reports and other documents, verifying content accuracy and completeness, initiating corrections, coding, updating or posting as required.
4. Maintains records, lists, and logs used in connection with work or departmental activities, some of which may have City-wide impact.
5. Maintains subject, suspense, index, cross-reference, or specialized information system data files, and directories; gathers or traces information contained in file or records systems for compilation of statistical data or reports; may monitor office supplies and maintain designated levels.
6. For relief or training purposes, may be assigned clerical activities of other personnel.
7. May assist in training and orientation of new employees in the work unit; some assignments include instructing employees outside the department regarding departmental procedure.
8. May receive fees, issue or secure receipts for funds received; may balance records of funds received.
9. May open, sort, and distribute mail; may sort, route or distribute forms, reports, and other documents to other work units, departments or agencies. As required by assignment, conducts physical searches and assists in the transportation of female prisoners.
10. Promotes the City's Mission to make Concord a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Values Statement adopted by the City.
11. Performs other work as assigned.

QUALIFICATIONS:

Knowledge and Abilities

Basic-level knowledge of modern computer word processing, office, electronic mail and calendar software applications. Working knowledge of modern office procedures and practices; of correct punctuation, spelling, and grammatical usage, together with a good vocabulary; of filing, indexing, and cross-referencing methods; of basic bookkeeping practices.

Ability to prepare and maintain accurate records and reports; to perform simple arithmetical calculations; to learn policies and procedures pertaining to the work; to do both complex and routine clerical work; to work effectively under pressure and with frequent interruptions; to understand and carry out oral and written instructions; to accomplish effective oral communication; and to establish and maintain cooperative and effective relationships with those contacted in the course of work.

Typing Skills

Ability to type at a speed of 45 words per minute (net) from clear printed copy. See below for more information.

Education/Experience

Education: Satisfactory completion of high school or the equivalent.

Experience: Three years of general clerical or secretarial employment including public contact. Record maintenance experience preferred for selected positions. Related college training may substitute for experience provided there is at least one year of clerical or secretarial employment.

OTHER:

Selected positions require a California Driver's License and satisfactory driving record as a condition of initial and continued employment.

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The City of Concord is an Equal Opportunity/Veteran's Preference Employer.

The provisions of this bulletin do not constitute a contract, express or implied and any provisions contained in this bulletin may be modified or revoked without notice. It is a policy of the City to refuse to consider a person for a position whenever that person's relationship to an employee, elected or appointed official, or member of a board or commission has the potential for creating adverse impact on supervision, safety, security, or morale, or involves a potential conflict of interest.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.cityofconcord.org>

Position #2019-00050
ADMINISTRATIVE CLERK II
KC

1950 Parkside Drive
Concord, CA 94519
925-671-3308

Jobs@cityofconcord.org

Administrative Clerk II Supplemental Questionnaire

- * 1. Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?
 - ☐ Yes
 - ☐ No
- * 2. Which best describes your highest level of education?
 - ☐ Some high school
 - ☐ High school or GED
 - ☐ Some college
 - ☐ Associate's Degree
 - ☐ Bachelor's Degree
 - ☐ Master's Degree
 - ☐ Doctorate Degree
 - ☐ None - N/A
- * 3. How many years of general clerical or secretarial employment experience do you have, that also includes public contact? (Clerical/secretarial experience could include, but is not limited to: front desk or receptionist duties/answering phones/directing calls, filing, providing customer service, booking travel arrangements, bookkeeping, word processing, proofreading, data entry, billing, sorting mail, photocopying, drafting/sending emails, and/or scanning documents.)
 - ☐ 0 to less than 1 year
 - ☐ 1 year to less than 2 years
 - ☐ 2 years to less than 3 years
 - ☐ 3 years to less than 4 years

- ☐ 4 years to less than 5 years
- ☐ 5 years or more
- * 4. At what level can you speak, read, and/or write Spanish?
 - ☐ I cannot speak, read, or write Spanish
 - ☐ I can have a conversation in Spanish, but cannot read or write it
 - ☐ I can speak and read Spanish, but cannot write it
 - ☐ I am fluent in Spanish; I can speak, read, and write it
- * 5. How many years of work experience do you have in processing invoices or bookkeeping?
 - ☐ 0 to less than 2 years
 - ☐ 2 years to less than 3 years
 - ☐ 3 years to less than 4 years
 - ☐ 4 years to less than 5 years
 - ☐ 5 years or more
- * 6. Have you taken any clerical accounting training courses?
 - ☐ Yes
 - ☐ No
- * 7. How many years of experience do you have in working with Microsoft Excel?
 - ☐ 0 to less than 1 year
 - ☐ 1 year to less than 3 years
 - ☐ 3 years to less than 4 years
 - ☐ 4 years or more
- * 8. How many years of experience do you have in working with Microsoft Word?
 - ☐ 0 to less than 1 year
 - ☐ 1 year to less than 3 years
 - ☐ 3 years to less than 4 years
 - ☐ 4 years or more
- * 9. Do you possess any property management experience?
 - ☐ Yes
 - ☐ No
- * 10. In 500 words or less, please describe your experience in making public presentations or public outreach. Type NA in the box below if you do not possess any relevant experience.

* Required Question