

Job Title Administrative Support Clerk

Reports To Office Manager

Job Summary:

This is clerical and general office work. Work involves performing standard clerical duties including typing, filing, sorting, posting, and is under the direct supervision of the office manager.

Essential Functions/Work Performed Statements:

This list is not comprehensive, but indicates duties and responsibilities which may be redefined pursuant to operational needs:

Greets customers; answers telephone; ascertains nature of contacts; refers customer complaints and inquiries as necessary to appropriate or designated contact; maintains open communication with all personnel to ensure transmission of pertinent information.

Monitors the answering service by retrieving messages; ensures the service is operating as directed.

Types and reviews for accuracy any correspondence, form letters, and reports where instructions are clear and precedence is followed; generates related reports.

Maintains, updates, and establishes all pertinent files including divisional, periodical, and general information files.

Receives, sorts, distributes and posts incoming mail and/or payments, mails out bills, brochures, and/or other documents as needed; runs errands as requested.

Maintains current client and district mailing lists; prepares board packets for meetings as needed; posts board meeting notices and/or any other notices as directed.

Assists with reports; examines reports for accuracy, notes any discrepancies, and consults as needed with supervisor.

Orders and maintains office supplies according to direction.

Operates various office equipment including personal computers.

Cross trains in related positions as needed.

Performs related duties as needed or assigned.

Knowledge, Skills, and Abilities-Minimum Qualifications:

Graduation from high school and two years of related clerical and secretarial experience, or any equivalent combination of education and experience which would provide the following knowledge, skills, and abilities:

- Knowledge of standard office practices and procedures, and equipment.
- Knowledge of grammar, punctuation, spelling, syntax, and basic mathematics.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow verbal and written instructions.
- Ability to maintain moderately complex records and ensure confidentiality.
- Ability to establish and maintain effective working relationships with other employees and the general public.
- Knowledge of appropriate business software programs, word processing, spreadsheet, graphics, etc.
- Possess or the ability to possess a valid Missouri driver's license.
- This is a FLSA Non-Exempt position.

Authorized by: Candice Anderson Date: 05-24-12