CLASS TITLE: DISTRICT CLERK

CHARACTERISTICS OF THE CLASS

Under supervision, perform a range of clerical, timekeeping and customer service duties to support an organization’s (e.g. district or central office, bureau) work operations, and perform related duties as required

ESSENTIAL DUTIES

- Monitors automated timekeeping records to ensure proper recording of employee swipes; identifies incomplete time records and requests edit sheets; and data enters information from approved edit and time off forms to edit CATA records
- Reviews payroll registers to ensure records accurately reflect time worked and time off; sorts and distributes payroll checks; responds to employee inquiries on hours paid, vacation balances and related payroll/timekeeping inquiries
- Generates various timekeeping reports from CATA including absenteeism, overtime and time off reports as requested by management
- Answers phones and responds to inquiries from the general public, aldermanic offices and city personnel, providing information on the status of service requests, and routing calls
- Provides customer service, receiving and processing requests for services, scheduling appointments, taking complaints, and forwarding emergency service requests to supervisors
- Prepares basic reports and maintains office files; gathers data, organizes, distributes, mails and files a variety of work records including overtime and personnel forms, work activity sheets, productivity reports, and other work documents
- Performs data entry to maintain and update automated inventory control records, entering data from various source documents including supply and material requisitions and work orders
- Positions in Water Meter Operations, Department of Water Management, answer phones and provide customer service to clients with complaints or problems with water meters; schedule appointments for work crews to go out and inspect water meters; create service orders; and data enter information to update records for new or upgraded meters (e.g. automated meter readers)

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of combined work experience performing clerical, customer service, inventory control, timekeeping or personal computer work

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- clerical and timekeeping practices and procedures
- timekeeping procedures
- intake and customer service methods and procedures
- personal computer operations and applicable software packages and applications
- arithmetic principles

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CUSTOMER SERVICE SKILLS – Interact and communicate with customers in a courteous and helpful manner, speaking distinctly, answering questions and resolving issues

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

February, 2013