



Code: 0417

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Clerical

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
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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