

Job Title: General Office Clerk III / PC Support - Grade 9

Reports to: Assistant, Administrative Assistant, CWA Staff

Narrative:

Performs general office duties thereby relieving immediate supervisor of clerical functions. Will generally work in a one-on-one relationship, but may also report to another staff.

- Performs a wide range of clerical /administrative functions which are auxiliary to the work of the supervisor and which do require a technical knowledge in a specialized area.
- Performs computer trouble-shooting, software installation, hardware upgrades, inventory, backup and orientation tasks.
- Pace of work is erratic, with periods in which work is rapidly paced.
- Duties are generally diverse with some duties requiring analysis and reasoning.
- Work involves the application of standard practices. Frequent substantive decision making is required. Few guidelines exist for performance of duties and tasks. Exercises independent judgment on complicated or special matters.
- May be asked to read reports and summarize information to facilitate review by supervisor. Handles routine administrative details independently.

Duties and Responsibilities:

- Provides orientation to staff and clerical in the effective use of email and key software applications. Contacts training vendors to schedule classes. Recommends training to staff and clerical to improve the efficiency of office software application use.
- Maintains District computer inventory and coordinates network backups. Implements software upgrades and requests and distributes new computer hardware and peripherals in coordination with the Headquarters IT Department.
- Serves as point of contact for District staff and clerical for software questions and computer hardware troubleshooting. Serves as liaison to Headquarters PC Help for resolving advanced issues.
- Answers telephone, takes messages or refers calls to appropriate department. Regular contact with local members, local officers and or / the external public is required.
- Arranges and maintains accurate records and files. Must be able to retrieve information from records and files upon request. May be required to summarize data, check reports, records and other data for accuracy.

- May be required to order supplies for department with approval.
- Performs liaison computer related duties between supervisor and other employees and offices.
- Operates routine office equipment including computer, label maker, copier, FAX.
- Performs other miscellaneous general office duties as required, some of which may require independent judgment.
- May be required to travel.

Qualifications:

- Typing – minimum speed - 40 words per minute
- Performs technical computer troubleshooting knowledge and skills
- Passing score on Microsoft Word, Excel and Access Core Certification test
- Ability to identify basic computer hardware components and use industry standard terminology
- Advanced working knowledge of Microsoft Windows, Microsoft Word, Excel, Access or comparable database software and Groupwise email system.
- Ability to learn new software and computer equipment as required by supervisor or as technology changes
- Ability to train others in the use of software
- Must be a self-motivated and energetic individual who possesses good interpersonal skills.
- Must have the ability to handle multiple tasks simultaneously
- Two years of related experience or training or equivalent combination of education and experience.

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods of time, use hands to handle or feel objects, writing instruments or keyboard controls, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, and stoop, kneel or crouch. The employee must occasionally lift and or move up to 35 pounds. Specific vision abilities required by this job include both close and distance vision.

Human Resources Director

Chief Steward, OPEIU Local 2

Date

Date