



City of Laguna Niguel Job Description

RECREATION CLERK

Maintenance, Clerical, and Technical Unit
FLSA: Non-exempt

DEFINITION

Perform routine clerical, secretarial, and administrative work in answering phones, receiving the public, providing customer assistance, cashiering, data processing, and record keeping.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from Administrative Secretary.

EXAMPLES OF IMPORTANT DUTIES AND RESPONSIBILITIES

Important responsibilities and duties may include, but are not limited to, the following:

- ◆ Receive the public and answer questions; respond to inquiries and service requests from employees, citizens, and others and refers, when necessary, to appropriate persons.
- ◆ Make bank deposits; receive payments for programs, facility rentals, and other payments; process refunds, balances, and accounts for petty cash; keep various records.
- ◆ Assist in developing and maintaining office forms and flyers; assist with a variety of administrative tasks.
- ◆ Process program and class registrations; sell tickets for special events.
- ◆ Answer telephone; file and maintain records; type and proofread reports and documents.
- ◆ Assist with scheduling and room rentals.
- ◆ Receive, stamp, and distribute incoming mail; process outgoing mail;
- ◆ Assist public with use of Department facilities.
- ◆ Update and distribute calendars of events, activities, and classes.
- ◆ Purchase office supplies, stamps, etc.
- ◆ Operate office machines as required.
- ◆ Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- ◆ English usage, spelling, grammar, and punctuation.
- ◆ Fundamental principles and procedures of record keeping.
- ◆ Modern office methods, procedures, and computer equipment.

Ability to:

- ◆ Learn, interpret, and apply the policies and procedures of the function to which assigned.
- ◆ Perform general clerical work, including maintenance of appropriate records and compiling information for reports.
- ◆ Type or word process at a speed necessary for successful job performance.
- ◆ Operate office machines and a word processor.
- ◆ Understand and carry out oral and written directions.
- ◆ Perform routine mathematical calculations.
- ◆ Communicate clearly and concisely, both orally and in writing.
- ◆ Establish and maintain cooperative working relationships.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

One year of responsible clerical experience including public contact.

Equivalent to completion of the twelfth grade.

Licenses:

Possession of, or ability to obtain, a valid California Driver's License.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit, talk, and hear; use hands to finger, handle, feel; or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk, stoop, kneel; and crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.