

**CITY OF FONTANA  
CLERICAL AIDE**

**DEFINITION:** Under immediate supervision from higher level staff, performs a wide variety of routine clerical duties in support of an assigned department.

**ESSENTIAL FUNCTIONS:** The employee must have the ability to:

- Type and proofread a variety of documents including general correspondence, agendas, reports, memos and statistical charts from rough draft, dictaphone recordings or verbal instructions.
- Perform a wide variety of routine clerical work including filing, billing, checking and recording information on records.
- Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.
- Receive, sort and distribute incoming and outgoing correspondence.
- Act as a receptionist: receive callers in person or on the telephone; provide general information on departmental and City policies and procedures as required; refer calls to appropriate personnel.
- Operate a variety of office equipment including a computer; input and retrieve data and text.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision when preparing and reading written reports and other work related documents. Acute hearing is also required when providing phone and counter assistance.

**EXPERIENCE AND TRAINING GUIDELINES**

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The employee must have the knowledge of:

- English usage, spelling, grammar, and punctuation.
- Principles and procedures of record keeping.

**Ability to:**

- Learn to operate a variety of modern office machines.
- Learn and correctly interpret and apply the policies and procedures of the program or function to which assigned.
- Learn office methods, rules and policies including receptionist techniques.
- Perform routine clerical work.

- Type at a speed necessary for successful job performance.
- Work courteously with the general public on the telephone or in person.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

**Experience:** Some general clerical experience is desirable.

**Education:** Equivalent to the completion of the twelfth grade. Additional specialized clerical training is desirable.