

## UNION COUNTY

### JOB DESCRIPTION

**JOB TITLE: CLERICAL ASSISTANT**

**DEPARTMENT: JUVENILE**

**DATE: 04/09/21**

**APPROVED BY: Juvenile Department Director**

**PURPOSE OF POSITION:** Performs specialized clerical duties to maintain and process records and forms in direct support of departmental programs. Answers varied questions regarding departmental policies, procedures and services. Does related work as required. An employee in this class handles clerical functions – typing, filing, record keeping and computer data entry – requiring knowledge of the departmental operations, policies, procedures, terminologies and governing laws. Work is performed under supervision with instructions being given for new or unusual assignments. On day to day tasks, the employee is expected to work with considerable independence.

**ESSENTIAL JOB FUNCTIONS:** This list is illustrative only. Any single position of a class will not necessarily involve all of the duties listed, and many positions will involve duties which are not listed.

1. Organizes, files and catalogs materials.
2. Gathers data, posts, sorts, checks and maintains records.
3. Operates computer to access and update various files and run a variety of reports.
4. Types and creates forms, letters, reports and file cards. Makes copies and individualized projects for staff members.
5. Records information on various forms and documents, and enters data into statewide computer network (JJIS).
6. Provides assistance to the general public in completing and processing required forms.
7. Answers questions and composes correspondence regarding departmental policies, procedures and services.
8. Handles dissatisfied individuals by identifying questions, problems and offering assistance.
9. Assembles or compiles a variety of data from various records for incorporation into reports.
10. Performs mathematical computations, such as percentages and interest to complete assignments.
11. Answers phone and routes calls. Takes messages and makes appointments.
12. Initiates and creates files for criminal and dependency cases.
13. Does related work as required.

**AUXILIARY JOB FUNCTIONS:** Maintains proficiency by attending training and meetings, reading material, and meeting with others involved in work area. Maintain work area in an orderly manner.

**JOB QUALIFICATIONS REQUIREMENTS:** Considerable knowledge of different filing systems including alphabetical, numerical and chronological. Considerable knowledge of professional English, spelling and punctuation. Knowledge and skill in general office practices and procedures. Some knowledge of the operations, policies, terminologies and governing laws of the assigned department. The ability to organize, file and retrieve materials and documents. Ability to interact with the public and other agencies and providers courteously and tactfully. Ability to make mathematical computations and tabulations with speed and accuracy. Establish priorities and organize own workload. Retrieve data from records, keep and arrange it for statistical and other reporting purposes. Research problems and determine source of error and correct. Understand governing regulations of assigned functions. Use independent judgment in making decisions within prescribed policies and procedures. Skills in the operation of standard office equipment including the operation of a computer to update and access files, computer word processing and typing. Must be proficient in Microsoft Office.

**MANDATORY REQUIREMENTS:** High school graduation or equivalency. And 1 (one) year of experience performing clerical work or any equivalent combination of experience and training which demonstrates the ability to perform the above described job duties.

**SPECIAL REQUIREMENTS/LICENSES:** Must satisfactorily complete the Notary Public test and receive certification. Must pass a law enforcement background check.

**PHYSICAL DEMANDS OF POSITION:** While performing the duties of this position, the employee is required to sit at a desk for long periods of time. The position requires mobility, manual dexterity and coordination for periods of time while operating a desktop computer. The position may be asked at times to assist in the transport of juveniles to and from facilities, requiring sitting in a vehicle for extended periods of time.

**WORKING CONDITIONS:** Work location is almost exclusively indoors. Contact may be with individuals who may become verbally abusive, both on the phone and in person. These individuals may be under the influence of drugs and/or alcohol.

**SUPERVISORY RESPONSIBILITIES:** Supervision is not a typical function assigned to this position.

**SUPERVISION RECEIVED:** Works under the general supervision of the Juvenile Department Director.