



Classification: Clerk Typist III - Switchboard/Scanning

Title Code: V00033

Pay Range: 12

POSITION SUMMARY: This is an advanced-level position responsible for the efficient operation of the general headquarters switchboard and scanning human resources related files into electronic format. Work requires alertness and accuracy in answering and transferring calls, general receptionist work, and routine clerical tasks. The employee is expected to exercise discretion in handling sensitive and confidential information. The employee will also train relief operators. The employee in this position works under general supervision and refers non-technical problems to a supervisor. Independent judgment is expected in the performance of routine duties.

DESCRIPTION OF DUTIES PERFORMED (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Acts as a receptionist/switchboard operator, determines the nature of business, instructs individuals to proper division or notifies appropriate division of visitors, and gives routine information; answer incoming calls and transfers caller to person or division requested; answers routine, nontechnical questions and refers other inquiries to proper person, division, or agency; take messages for employees on a limited basis.

Maintains security for the general headquarters building by monitoring all who enter and leave the building via the main lobby and notifies supervisor of security concerns; issues visitor passes and maintains visitor log.

Reports service difficulties with telephone console and computer system to appropriate division.

Enters information from forms submitted by employees into applicable computer software and databases, and also scans and codes the documents; generates and distributes reports; proofreads and edits various correspondence and other paperwork for accuracy and completeness.

Prepares supply requisitions through the Supply Management System and maintains supply closet and inventory.

Merges personnel files received from other components with the main Patrol personnel file; removing duplicate information and sorting documents into appropriate order.

Operates standard office equipment, e.g., telephone switchboard, computer, copy machine, facsimile machine, etc.).

Performs routine clerical work such as typing, filing, data entry, etc.; maintains various clerical records and files.

Enters Special Assignment/Committee Request and Reports, SHP-938, for all Patrol employees into Lotus Notes database.

Maintains supply of informative brochures for display in the general headquarters lobby.

May train entry-level clerk typists when needed.

Trains switchboard relief personnel.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of business English and spelling.

Thorough knowledge of modern office practices, procedures, and equipment.

Thorough knowledge of the names and location of department personnel and functions.

Thorough knowledge of the operation of a moderate sized switchboard.

Ability to locate sources of information in order to respond to a variety of inquiries.

Ability to operate basic office equipment and learn applicable software systems (SAM II, Lotus Notes, Microsoft Office, etc.) and a multi-page document scanner.

Ability to remember accurately the names and locations of department personnel and to understand essential departmental operations.

Ability to differentiate confidential information from information that may be communicated.

Ability to answer calls or questions at a reception desk with a well-modulated and pleasant voice and to use proper grammar.

Ability to maintain clerical records and files.

Ability to exercise diplomacy and patience in dealing with individuals.

Ability to deal with individuals from a variety of ethnic and educational backgrounds.

Ability to exercise judgment and discretion.

Ability to represent the department with a courteous, helpful, and business-like attitude in all telephone and personal contacts.

Ability to work independently with general supervision.

Ability to type, proofread, and edit correspondence, documents, reports, and computer entries.

Ability to notify appropriate personnel in case of emergencies.

Ability to establish, alphabetize, transport, file and purge records/documents in accordance with established procedures.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

Ability to perform work-related travel as needed.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):

Possession of a high school diploma or equivalent, and possess at least two years experience as a Clerk Typist II or comparable experience.

NECESSARY SPECIAL REQUIREMENTS: Completion of a typing test.

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.