

City of Claremont, New Hampshire

Position Description

Position Title: Secretary - Welfare
Reports to: Welfare Director
Department: Welfare
FLSA Status: Non-Exempt

Union/Merit: AFSCME Union - Clerical
Grade Level-Points: Part Time
Revised/Updated: 04/10/05

Job Summary

An employee in this class of positions performs a variety of complex clerical duties requiring extensive knowledge of office operations and functions and may involve work related to the processing of financial documents as well as both receipt and accounting of monies. Serves as the clerical assistant to the Director of Welfare.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Receives telephone calls. Screens for nature of business and refers to appropriate person. If inquiry is of a general administrative nature, answers inquiry from own knowledge of office operations and programs. Notes business requiring Director's attention.
2. Attends to the counter, answering inquiries and receiving complaints.
3. Prepares a variety of correspondence, from rough draft copy. Composes correspondence from Director's brief instructions, or own knowledge of department's functions. Types material in final form and insures spelling, grammar and punctuation are correct.
4. May collect reimbursements and issue receipts.
5. Schedules appointments, assuring previous commitments do not exist.
6. Puts together bags of food for eligible clients.
7. May perform other duties as needed as assigned.

Peripheral Duties

Analyze and recommend improvements to equipment and facilities, as needed.
Shop for City Welfare department food pantry if requested by Director.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting, walking and standing and should not be construed that all jobs are 8 hours.

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Desired Minimum Qualifications

Education and Experience:

High School graduate and completion of business courses involving computer skills, record keeping and filing; or any equivalent combination of education or experience which demonstrates possession of the required knowledge, skills and abilities.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Considerable knowledge of the basic principles of office management to assure a smooth flow of clerical support services to the department.
- Considerable knowledge of department terminology, business English, grammar, punctuation and spelling to perform such tasks as composing letters or correcting grammatical errors in drafts.
- Considerable computer knowledge and skills.

Ability to:

- Ability to establish effective working relationship with others.
- Ability to understand and follow applicable laws, ordinances, and department rules and regulations.
- Ability to effectively communicate in writing and verbally.
- Ability to establish and maintain effective working relationships with subordinates, peers and supervisors.
- Ability to meet, keep and maintain the confidentiality of the client.

Skill in:

- Skill in the use of the tools and equipment listed below.

Supervision Received

Works under the supervision and direction of the Director of Welfare. In the absence of the Welfare Director, the employee plans and carries out his/her work and handles problems in accordance with established instructions.

Supervision Exercised

None

Responsibility For Public Contact

Daily contact requiring courtesy, discretion, and sound judgment.

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Licensing & Certification

None Required

Tools & Equipment Used

Personal computer including word processing software, accounting software, telephone, typewriter, calculator, copy machine, postage machine, fax machine and other associated office equipment.

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, typewriter, copy machine, fax machine, postage machine, folder/insertor, computer mouse.

Typical Work Environment: Inside: 99% Outside: 1%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. The employee may be exposed to emotionally unstable clients, contagious diseases, potential abuse and the possibility of physical attack from the client.

The incumbent's working conditions are typically quiet.

Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required

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<u>REACH above shoulder height:</u>	Occasionally required	<u>Handling:</u>	Frequently required
<u>REACH at shoulder height:</u>	Occasionally required	<u>Torquing:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required	<u>Fingering:</u>	Frequently required
<u>PUSH/PULL:</u>	Occasionally required		

During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

<u>Talking:</u>	Necessary for communicating with others.
<u>Hearing:</u>	Necessary for taking instructions and information.
<u>Sight:</u>	Necessary for performing job effectively and correctly.
<u>Tasting & Smelling:</u>	Not required for the performance of the functions of this position.

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