



CERTIFIED
March 07 2017
By Webb County
Civil Service Commission

Clerk/Receptionist **Community Action Agency**

Grade/Step
Pay Grade:

JOB SUMMARY

This position is responsible for providing clerical and customer service support for agency operations.

MAJOR DUTIES

- Insures that messages are distributed in a timely manner.
- Establishes and maintains harmonious working relationships with agency employees.
- Performs duties such as making copies, scanning documents, faxing, etc.
- Maintains office inventory.
- Makes office purchases as needed.
- Maintains schedule of conference room and CAA vehicles.
- Maintains files and records.
- Picks up, sorts and distributes mail.
- Assists Administrative Tech with duties such as copies, verifying payment vouchers, creating request for payments, creating and submitting reports and pledging (when needed).
- Represents CAA as the safety committee member by attending safety committee meetings and implementing safety policies and procedures set by Webb County.
- Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Ability to communicate in English and Spanish.
- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Skills in prioritizing and organizing work.
- Skill in the use of standard office equipment.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Executive Director assigns work in terms of somewhat general instructions. spot checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results

GUIDELINES

Guidelines include county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related clerical duties, frequent interruptions contribute to the complexity of the position,
- The purpose of this position is to provide clerical support for the operations of the department. Successful performance contributes to the efficiency and effectiveness of those operations.

CONTACTS

- Contacts are typically with co-workers, other county employees, clients, vendors, and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, or stooping. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None

MINIMUM QUALIFICATIONS

- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Must have a High School Diploma or GED from an accredited institution.

OTHER REQUIREMENT/INFORMATION

- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position **is covered** under Civil Service; however, all other Webb County policies apply.

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee's Signature

Print Name

Date

Supervisor's Signature

Print Name

Date