

# VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: CLERICAL TECHNICIAN I**

**FLSA STATUS: NONEXEMPT**

**BASIC FUNCTION:**

Under the direction of an area administrator, perform a variety of responsible technical clerical support duties, including accounting, record-keeping and campus and community liaison activities, for an assigned department.

**DISTINGUISHING CHARACTERISTICS:**

Clerical Technician I incumbents perform a variety of responsible technical clerical duties to support an assigned department with little responsibility for the administrative/secretarial support of the assigned administrator. Incumbents in the Clerical Technician II classification perform skilled technical, administrative, secretarial, and clerical duties in support of the department's programs and services as well as the department administrator.

**REPRESENTATIVE FUNCTIONS:**

Perform a variety of responsible, clerical, accounting and record-keeping duties for an assigned department and perform other technical program specific duties as assigned. *E*

Perform responsible clerical, technical and accounting duties to track department activities for required reporting; assist with budget preparation and monitoring, the preparation of requisitions and the monitoring of expenditures. *E*

Prepare and maintain a variety of program records and reports to ensure compliance with District policies and procedures, governmental and other applicable regulations. Serve as liaison between State/Federal agencies and District personnel. *E*

Maintain complex files and records involving confidential information. *E*

Operate computer equipment for the preparation and maintenance of a variety of documents, reports, and related materials; operate a variety of standard office equipment; utilize word processing or other related software. *E*

Collect fees related to department operations, such as parent fees for childcare or parking/moving violation citation fees; track unpaid fees; create and submit billing statements for assigned department. *E*

Train and provide work direction to hourly clerical personnel to assure completion of assignments in accordance with timelines and procedures. *E*

## **Clerical Technician I - Continued**

Provide information and answer questions from students, District personnel and the general public related to assigned program/department related services. *E*

Order inventory and maintain supplies as needed. Collect and distribute department mail.

Assist in grant recertification's related to assigned program and interpret government eligibility policies and procedures; determine eligibility of individuals to participate in programs and place under necessary program grants. *E*

Perform a variety of clerical duties to support department activities including the maintenance of absence reports, performance of cost inventory for reports; the preparation of registration packets and contracts; and the development of flyers, bulletins and newsletters. *E*

Dispatch emergency and non-emergency communications as assigned, including receiving and evaluating information, complaints, requests, and signals from a variety of communication equipment. *E*

Maintain current information on pending laws pertaining assigned operations; file necessary documents with applicable agencies. *E*

Perform related duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

### **KNOWLEDGE OF:**

Correct operations, procedures and services of the assigned department/program.

Modern office practices, procedures, and equipment.

District organization, operations, policies, and objectives.

Financial and statistical record-keeping techniques.

Operation of a personal computer, data entry techniques, word processing and other software programs.

Interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Telephone techniques and etiquette.

Effective verbal and written communication skills.

### **AS ASSIGNED:**

Vehicle codes, regulations, and procedures related to the traffic and parking citation process.

Rules of FCC and 10 Code related to radio dispatch.

Rules, policies, and procedures of confidentiality of DMV information.

### **ABILITY TO:**

Learn, apply and explain policies, procedures, regulations and other guidelines of assigned department.

Perform liaison duties with State/Federal agencies and District personnel.

## **Clerical Technician I - Continued**

Interpret, apply, and assure compliance with specific rules, policies, and procedures.  
Perform a variety of clerical, accounting and record-keeping duties.  
Maintain files and records accurately and with close attention to detail.  
Operate a personal computer to enter data, maintain records and generate reports, documents and related materials.  
Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.  
Work independently with little direction.  
Perform work confidentially with discretion.  
Communicate effectively both orally and in writing.

### **AS ASSIGNED:**

Interpret State and Federal grant policies and regulations.  
Assess law enforcement or other hazardous situations and determine independent or appropriate course of action.  
Act quickly and calmly while exercising good judgment in emergency situations.  
Analyze and problem-solve DMV information.

## **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school supplemented by college level course work in business, technical or secretarial science or related field and three years of responsible clerical and technical experience.

## **WORKING ENVIRONMENT AND PHYSICAL DEMANDS:**

### ***Disclosure:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### ***Normal Office Environment:***

While performing the duties of this job the employee is regularly required to use hands to type or handle materials, sit and view a computer monitor for extended periods of time, and hear and speak to communicate and provide information to others. The employee is occasionally required to reach and bend, and lift, carry, push, or pull up to 14 pounds.

## **Clerical Technician I - Continued**

While performing the duties of this job, the noise level in the work environment is usually quiet.

Incumbents may be exposed to contact with dissatisfied or abusive individuals.