

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COMMUNICATIONS CLERK

BASIC FUNCTION:

Under the direction of the Office Support Supervisor, operate the District telephone console; perform a wide variety of clerical functions in the receipt, sorting, processing and distribution of inter-District, regular and bulk mail.

REPRESENTATIVE DUTIES:

Receive, sort and distribute regular and inter-District mail, flyers, newsletters and related materials in a timely manner. *E*

Sort, weigh, meter and affix postage on outgoing U.S. mail including certified, restricted delivery, foreign, first class, pre-sorted, special fourth class, third class and bulk; assist with bulk mailings according to postal regulations. *E*

Complete appropriate postal service forms and documents; retain records and prepare reports on postage expenditures; track shipments to post office and mailing houses. *E*

Operate postal equipment such as scales and postage meters and a calculator; operate telephone console equipment. *E*

Answer, screen and route incoming telephone calls; provide routine information to employees, students and the public as requested. *E*

Operate various department equipment and provide assistance to others to assure processing of materials in a timely manner. *E*

Order supplies for telephone and mail operations; estimate monthly requirements; prepare and process check requisition and checks disbursed for postal accounts. *E*

Prepare, schedule, file bills, statements, requisitions and other records; verify, balance and adjust accounts; reconcile expenditures.

Assist in the maintenance of equipment as required; contact District maintenance personnel or outside agencies for repairs and service on equipment as necessary.

Perform clerical work such as typing, stapling, collating and distributing materials as assigned.

Call for repairs/service on equipment as required.

Review word processing/duplicating requests for accuracy and completeness.

Maintain log out files of materials completed and distributed; maintain other records and files as assigned.

Train and provide work direction to student workers as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Postal rates and regulations.

Record-keeping techniques.

Telephone procedures, techniques and etiquette.

Operation of a telephone switchboard.

Basic bookkeeping techniques.

Modern office practices, procedures and equipment.

ABILITY TO:

Learn to operate the telephone console and related equipment.

Learn District employee locations and extensions, organization and operations.

Learn to interpret U.S. postal regulations and procedures.

Learn to prepare, post and distribute a variety of mail according to approved procedures.

Operate various office and postal machines and equipment and a calculator.

Make arithmetic calculations.

Type at 45 words per minute with certificate dated within the past year.

Understand and follow oral and written directions.

Work independently with little direction.

Establish and maintain effective working relationships with others.

Maintain records and logs.

Communicate effectively with staff, students and the general public.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: sufficient training and experience to demonstrate the knowledge and abilities listed above and one year general office experience.

WORKING CONDITIONS:

ENVIRONMENT:

District office environment.

Noise from various machines.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information on the telephone and in person.

Dexterity of hands and fingers to sort and distribute mail.

Sitting or standing for extended periods of time.

Lifting moderately heavy parcels.

Bending at the waist.