



## Town of Hillsborough Positions Descriptions Service Clerk I/II

Department: Public Works  
FLSA Status: Non-Exempt

Bargaining Unit: Public Works and Clerical  
Revision Date: 4/28/05

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### **DEFINITION**

Under general supervision, performs routine clerical, secretarial and administrative work in answering phones, receiving the public, providing customer assistance, cashiering, data processing, and bookkeeping.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Incumbents in this position typically perform but are not limited to the duties noted below on a regular basis:

1. Develops and maintains office forms and procedures, and assists with administrative tasks.
2. Prepares agendas and supporting materials.
3. Schedules appointments for staff members.
4. Answers telephone and mobile radio base station.
5. Composes, types, and edits correspondence, reports, memoranda, and other routine documents.
6. Receives the public and answers questions; responds to inquiries from employees, citizens and others.
7. Operates office machines as required.
8. Issues various licenses and permits.
9. Receives, stamps and distributes incoming mail, and processes outgoing mail.
10. Provides backup to related positions.
11. Prepares and maintains employee time and other personnel records for the department.

### **DESIRED MINIMUM QUALIFICATIONS**

Graduation from a high school or GED equivalent; no experience is required for Level I. For Level II, two (2) years of increasingly responsible clerical experience is required. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices. Skill in operation of computer word processing and data programs; make arithmetic calculations. Ability to perform cashier duties accurately; ability to establish and maintain good working relationships with coworkers and the public; ability to communicate effectively verbally and in writing.

City Manager: \_\_\_\_\_ Date: \_\_\_\_\_

