COMMUNITY SERVICES CLERK

DEFINITION

Under general supervision, performs responsible technical tasks related to the development and maintenance of extension classes. Performs a wide variety of duties, which require the exercise of good judgment in the selection of the method and the application of established procedures and policies in order to carry out an assignment. This position requires frequent public contact in person or by telephone.

TYPICAL DUTIES

Acts as a contact and resource person for staff; performs general office duties such as answering phones, typing, filing, and record keeping; prepares and processes tentative extension instructor schedules; and compiles data for the extension schedules and prepares material for data entry. Assists in preparing the catalog for production; assists in preparing material for published schedule of classes and for registration and assists in the preparation of time reports and preliminary payroll records; calculates instructor loads; compiles information; maintains files; and prepares federal, state, and district reports. Compiles data and prepares sections of the extension catalog for printing; maintains files of confidential and technical information; and maintains confidentiality of information and materials. Monitors and maintains records of extension program budget and expenditures; prepares purchase or travel requisitions, and assists with new class development. Collects and accounts for registration and use fees; and assists extension instructors, students, local community and web-based community with questions regarding not-for-credit classes. Assists in data gathering for and the preparation of grant proposals; independently composes correspondence, memoranda, and reports; prepares and duplicates letters, programs, directories, and mailing lists; and prepares and distributes informational flyers on extension classes and events. Assists with the processing of nurse assistant applications and certification information; assists in preparing and maintaining mailing lists for catalogs, flyers, and other promotional material; and registers those enrolling in extension classes and workshops. Assists with arrangements for speakers and workshop leaders; and oversees the work of other clerical and student employees. Provides backup for facilities by providing information in both oral and written form regarding public use of facilities and college-sponsored public events; maintaining records of campus facilities; instructing users in college/District rules and regulations; collecting use fees; coordinating arrangements for use of college facilities and college sponsored public events; and coordinating arrangements for use of campus facilities with appropriate personnel. Performs related duties as required.

QUALIFICATIONS

EXPERIENCE
One year of experience in Los Rios District performing clerical duties at the level of Clerk III or equivalent, or two years of responsible record keeping experience.

EDUCATION
Bookkeeping and clerical course work preferred; one year of college-level business, clerical, or related course work may be substituted for one year of the required record keeping experience.
KNOWLEDGE OF
Knowledge of college extension activities; and interpersonal skills using tact, patience and courtesy. Knowledge of procedures in development of class schedules; basic accounting procedures and software; and basic word processing, communication, and spreadsheet computer applications. Knowledge of leadership techniques; elements of correct English usage, spelling and vocabulary; letter and report writing; and modern office methods and practices including filing systems and telephone techniques.

SKILLS IN
Skill in being aware of others' reactions and adjusting actions in relation to others' actions; listening to what other people are saying and asking questions as appropriate; and finding information and identifying essential information. Skill in understanding written sentences and paragraphs in work related documents; and communicating effectively with others orally and in writing as indicated by the needs of the audience.

ABILITY TO (ESSENTIAL FUNCTIONS)
The ability to perform the basic functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty, and extension area staff; exercise initiative and mature judgment; work as a member of a team; and meet schedules and timelines. The ability to prepare news releases; carry out verbal and written instructions; and work independently to accomplish detail work with only general instructions. The ability to perform responsible clerical work quickly and accurately; compile clerical work requiring a thorough knowledge of departmental policies and procedures; and type at a speed of 45 net words a minute from clear copy. The ability to maintain program accounting records; compile data; prepare complete and concise reports in varying formats; and perform mathematical calculations accurately. The ability to apply laws, rules, and regulations as related to the program; interpret rules and regulations to the public; prepare brochures and flyers; and operate computers and printers.

TYPICAL EQUIPMENT USED (May include, but not limited to)
Computer, printer, typewriter, Scantron, copier, fax machine, calculator, and telephone.