

LEGEND:  
Additions  
Approved May, 2008  
Proposed May, 2018

**CITY OF SANTA CLARA, CALIFORNIA**  
**TIME AND MATERIAL CLERK**  
**(845)**

**EDUCATION AND EXPERIENCE**

Minimum Requirements:

- Graduation from high school or possession of a GED; and
- Four (4) years experience in financial record keeping, materials procurement, and customer service
- .

Possible Substitutions:

- College education with major course work in business, accounting or other related fields may be substituted for up to two years of the required experience on a basis of 30 semester units for each year of experience.

Desirable Qualifications:

- Administrative experience supporting management
- Experience in supervising office support staff
- Computer proficiency in Microsoft Word, Excel, Power Point, Access and PeopleSoft.

**LICENSE**

Possession of a valid California Class C driver's license is required at time of appointment and for duration of employment.

**DISTINGUISHING CHARACTERISTICS**

This is a paraprofessional position and is distinguished from other City office support classes in that incumbents normally report to a division head or higher City position with responsibilities involving frequent use of tact, discretion, initiative, and independent judgment. Responsibilities include regular contact with representatives of business or community organizations, the public, and City staff to exchange information and explain administrative policies and procedures. An incumbent in this classification performs work of a varied and responsible nature under general direction with some responsibility for financial record keeping, materials procurement, customer service and radio dispatching.

**TYPICAL DUTIES**

Duties may include, but are not limited to, the following.

Under general supervision:

- Using independent judgment, requisitions and maintains records of supplies and materials
- Prepares payroll sheets and maintains employee work distribution records
- Prepares work activity reports

## **TIME & MATERIAL CLERK (continued)**

- Maintains productivity and program statistics
- Maintains project status reports
- Enters and retrieves data and prepares or updates a variety of accounting, financial, statistical records and reports from an automated financial system or personal computer spreadsheet software
- Responds and maintains customer service requests, citizen inquiries, requests for service, and complaints
- Direct, review, and evaluate the work of assigned staff and instruct staff in work procedures
- Coordinates agenda reports to Council
- Responds to travel requests and expense reports
- Performs complex and sensitive administrative tasks in support of departmental functions
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, & ABILITIES**

#### **Knowledge of:**

- General clerical and record keeping methods and procedures
- The materials, supplies and equipment used in public works and utility activities
- Office methods and practices including the use of applicable office equipment
- Standard business arithmetic
- Ten-key, and spreadsheet formulas and their use
- Correct English usage, including spelling, grammar, punctuation and vocabulary
- Basic supervisory principles and practices
- Office safety practices, procedures and standards

#### **Ability to:**

- Perform accurate arithmetical calculations, reconcile and analyze results
- Enter data into and retrieve data from the City's Financial Human Resources Management System and Payroll Accounting Systems (PeopleSoft)
- Use standard word processing, spreadsheet and database software programs, such as Word, Excel, PowerPoint and Access
- Prepare and maintain payroll records
- Prepare purchase requisitions, invoices, accounts receivable memoranda, and delivery slips
- Perform detailed computational and communications work accurately
- Use initiative and sound independent judgment within established guidelines
- Communicate clearly and effectively, both orally and in writing
- Understand and follow oral and written instructions
- Establish and maintain cooperative working relationship with those contacted in the course of work, including the general public and deal tactfully and courteously with others
- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload, and meet strict deadlines
- Walk, sit or stand for extended periods of time and bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the general direction of the Department Director or other supervisor as assigned.

### **SUPERVISION EXERCISED**

**TIME & MATERIAL CLERK** (continued)

May supervise a variety of office support positions as assigned and assist in the training of new personnel.

**OTHER REQUIREMENTS**

Must be able to perform all of the essential functions of the job assignment.

LEGEND:

*Additions*

*Deletions*

Approved May, 2008

*Proposed May, 2018*

**CITY OF SANTA CLARA, CALIFORNIA**  
**TIME AND MATERIAL CLERK**  
**(845)**

**EDUCATION AND EXPERIENCE**

Minimum Requirements:

- Graduation from high school or possession of a GED;
- Four (4) years experience in financial record keeping, materials procurement, *and* customer service ~~and radio dispatching, at least two (2) years of which shall have involved supervising office support personnel.~~

Possible Substitutions:

- College education with major course work in business, accounting or other related fields may be substituted for up to two years of the required experience on a basis of 30 semester units for each year of experience.

Desirable Qualifications:

- Administrative experience supporting management; ~~and~~
- *Experience in supervising office support staff*
- Computer proficiency in Microsoft Word, Excel, Power Point, *Access and PeopleSoft* ~~and Access.~~

**LICENSE**

Possession of a valid California Class C driver's license is required at time of appointment and for duration of employment.

**DISTINGUISHING CHARACTERISTICS**

This is a paraprofessional position and is distinguished from other City office support classes in that incumbents normally report to a division head or higher City position with responsibilities involving frequent use of tact, discretion, initiative, and independent judgment. Responsibilities include regular contact with representatives of business or community organizations, the public, and City staff to exchange information and explain administrative policies and procedures. An incumbent in this classification performs work of a varied and responsible nature under general direction with some responsibility for financial record keeping, materials procurement, customer service and radio dispatching.

**TYPICAL DUTIES**

~~Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed~~ *Duties may include, but are not limited to, the following.*

*Under general supervision:-*

## TIME & MATERIAL CLERK (Continued)

- Using independent judgment, requisitions and maintains records of supplies and materials;
- Prepares payroll sheets and maintains employee work distribution records;
- Prepares work activity reports;
- Maintains productivity and program statistics;
- Maintains project status reports;
- ~~Maintains records of customer service requests and complaints;~~
- ~~Operates base radio station, logs in and out of service communications from field personnel, and dispatches field personnel to respond to customer service requests and complaints;~~
- Enters and retrieves data and prepares or updates a variety of accounting, financial, statistical records and reports from an automated financial system or personal computer spreadsheet software;
- Responds *and maintains* to *customer service requests*, citizen inquiries, requests for service, and complaints;
- *Direct, review, and evaluate the work of assigned staff and instruct staff in work procedures*
- ~~Prepares letters and memoranda;~~
- *Coordinates agenda reports to Council*
- *Responds to travel requests and expense reports*
- Performs complex and sensitive ~~secretarial and~~ administrative ~~tasks~~support in support of departmental functions;
- ~~Assists in the implementation of demand-side management programs; and~~
- Performs other related duties as assigned.

### KNOWLEDGE, SKILLS, & ABILITIES

#### Knowledge of:

- General clerical and record keeping methods and procedures;
- The materials, supplies and equipment used in public works and utility activities;
- *Office methods and practices including the use of applicable office equipment*
- ~~The operation of common office equipment including a personal computer, on-line terminal, and facsimile machine;~~
- Standard business arithmetic;
- Ten-key, ~~calculator~~, and spreadsheet formulas and their use;
- Correct English usage, including spelling, grammar, punctuation and vocabulary;
- Basic supervisory principles and practices; ~~and~~
- Office safety practices, procedures and standards.

#### Ability to:

- Perform accurate arithmetical calculations, reconcile and analyze results;
- ~~Use a personal computer or terminal to~~ Enter data into and retrieve data from the City's Financial Human Resources Management System and Payroll Accounting Systems (PeopleSoft);
- Use standard word processing, spreadsheet and database software programs, such as Word, Excel, PowerPoint and Access;
- Prepare and maintain payroll records;
- Prepare purchase requisitions, invoices, accounts receivable memoranda, and delivery slips;
- Perform detailed computational and communications work accurately;
- Use initiative and sound independent judgment within established guidelines;

## TIME & MATERIAL CLERK (Continued)

- Communicate clearly and effectively, both orally and in writing;
- Understand and follow oral and written instructions;
- ~~Deal tactfully and courteously with others;~~
- Establish and maintain cooperative working relationship with those contacted in the course of work, including the general public *and deal tactfully and courteously with others;*
- ~~Direct, review, and evaluate the work of assigned staff and instruct staff in work procedures;~~
- Work in a team-based environment and achieve common goals;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines; ~~and~~
- Walk, *sit* -or stand for extended periods of time and bend, stoop, reach, carry, climb, and lift as necessary to perform assigned duties.

### SUPERVISION RECEIVED

Works under the general direction of the *Department Director or other supervisor as assigned.* ~~Director of Streets and Automotive Services, Director of Water and Sewer Utilities, or other supervisor as assigned.~~

### SUPERVISION EXERCISED

May supervise a variety of office support positions as assigned and assist in the training of new personnel.

### OTHER REQUIREMENTS

Must be able to perform all of the essential functions of the job assignment.