

MEDINA COUNTY COMMISSIONERS

Job Description
Clerk Dispatcher
Transit Department



SUMMARY

The Clerk works under the direct supervision of the Transportation Supervisor with minimal latitude for independent judgment. Performs a wide variety of general and routine clerical duties: Compiles and tabulates data; checks documents for accuracy; maintains files; uses a personal computer and office equipment necessary for successful job performance

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- I. Perform routine clerical, secretarial, dispatching, and administrative support in answering telephones, providing customer assistance, data processing, and record keeping; Answers telephones requesting passenger rides; schedules rides. Assist in compiling billing and statistical information for bills, reports, and payroll. Prepares documents related to paying bills. Greets public and responds to inquiries or, when necessary, refers to appropriate department official. Writes/prepares meaningful memorandum.
Time spent: 85%
- II. Types and proofreads reports; Receives supplies and inspects for damage, checks for correct quantity; Opens and distributes incoming mail and prepares outgoing mail; Builds and maintains positive working relationships with co-workers, other County employees and the public using principles of good customer service; **Time spent: 10%**
- III. Performs related work as assigned. **Time spent: 5%**

Class Title/Position Number of Position(s) Supervised:

None

Department Director: _____

Date: _____

Human Resources: _____

Date: _____

Appointing Authority: _____

Date: _____

Class #: 1211C Class Title: Clerk Position Control #: Normal Working Hrs : Operations Supervisor
County of Employment: Medina Working Title: Clerk Dispatcher Pos # & Title of Supervisor: 10462.0

	KNOWLEDGE ▲ SKILLS ▲ ABILITIES	PRINCIPLE DUTIES
Knowledge:	(1) English usage, spelling, grammar, and punctuation; (2) Customer service & reception techniques (3) Basic office methods, equipment & filing systems; (4) Basic mathematical calculations ; (5) Basic computer software and keyboarding; (6) Departmental/county policies and procedures*; (7) Basic radio and dispatching	Write/prepare meaningful memorandum Routine clerical support Types & proofreads reports Data processing & record keeping Assembles, organizes, and tabulates data Files & maintains forms, records, & reports
Skills:	(8) Work with various cultural and ethnic groups in a tactful and effective manner; (9) Type accurately at a speed necessary for successful job performance; (10) Organize tasks and determine priorities to meet assigned deadlines; (11) Complete routine forms; (12) Write/prepare meaningful memorandum; (13) Maintain accurate records; (14) Multi-task; (15) Explain and apply operating policies, rules, and procedures of an assigned function*; (16) CDL Drivers License with Passenger Endorsement*	Answer telephone; Act as receptionist; Wait on the general public; Operate standard office equipment; Operate computer & software programs; Sort & file documents and records,
Ability:	(17) Work cooperatively with staff & clients; (18) Perform routine clerical functions; (19) Verify and check files and data; (20) Understand and carry out both oral and written directions; (21) Perform routine mathematical calculations; (22) Establish and maintain effective working relationships with those contacted in the course of work; (23) Use a personal computer and office equipment (24) Prepare/ complete/file paperwork*; (25) Close vision & the ability to adjust focus; (26) Talk, hear, stand, walk, use stairs, sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands & arms; (27) Handle inquiries from public; (28) Communicate effectively, i.e. speak & write; (29) Sit at desk and/or stand at counter for long periods of time; (30) Intermittently twist and reach office equipment; (31) Write or use keyboard to communicate through written means; (32) Perform simple grasping and fine manipulation; lift light weight; (33) Learn the organization, procedures and operating details of the County department*	Schedule inspections; Receive, sort and distribute incoming and outgoing mail ; Build and maintain positive working relationships; Attend programs/ staff meetings;

*Learned after employment

MEDINA COUNTY POSITION DESCRIPTION ADDENDUM

MINIMUM CLASS REQUIRMENTS

- 1) High school diploma or equivalent.
- 2) Six months related experience and/or training.
- 3) Working knowledge of modern office practices and procedures.
- 4) Valid Ohio Commercial Driver's License and clean driving record.

COMPETENCIES / ESSENTIAL FUNCTIONS / UNUSUAL WORKING CONDITIONS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Ability to travel throughout county.
- Ability to effectively present information and respond to questions from public.
- Frequently required to talk or hear, stand, walk, use stairs, sit; use of hands and fingers to handle or feel objects, tools, or controls; and reach with hands and arms.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- Exposed to equipment generating heat and cold.
- Must occasionally lift and/or move up to 15 pounds.

MAJOR WORKER CHARACTERISTICS

- Knowledge of office practices and filing systems.
- Knowledge of office equipment.
- Knowledge of computer software.
- Ability to use whole numbers,
- Ability to understand systems and procedures.
- Ability to establish positive client relations.
- Ability to positively interact with co-workers and management.