



COUNTY OF ERIE
POSITION ANNOUNCEMENT
AN EQUAL OPPORTUNITY EMPLOYER

POSTING DATE: April 8, 2019

CLOSING DATE: April 23, 2019

JOB TITLE: CLERK TYPIST II/
SWITCHBOARD RECEPTIONIST

PAY GRADE: 106

BARGAINING UNIT: AFSCME C/T
(Seniority Position: Yes)

DEPT: Human Services – OCY*
154 West 9th Street
Erie, PA 16501

STARTING SALARY: \$9.97/hour \$19,442/annual

HOURS PER WEEK: 37.5
Monday – Friday, 8:30 a.m. – 5:00 p.m.

PROCEDURE TO APPLY: Please read the “How to Apply” section on the www.eriecountypa.gov website under the “View Job Postings” link below before applying.

Please submit a County Employment Application, Bid Form and Resume stating your qualifications to:
Department of Human Services, Human Resources Dept.
240 West 11th Street, Suite #120, Erie, PA 16501
Apply Monday - Friday, 8:30 am - 4:00 pm
FAX: 814-451-6859

Application materials must be received by or postmarked on or before: **Tuesday, April 23, 2019.**

The “How to Apply” section, applications and bid forms can be found on/downloaded from www.eriecountypa.gov. Click on the “View Job Postings” link from the home page to locate information/documents. Completed forms can be hand delivered or mailed to the above address or sent via fax.

Inquiries related specifically to job duties and responsibilities may be directed to Darlene Krol @ 814-451-6696 or Michelle Robarts @ 814-451-7767.

THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY. IF YOU ARE CONTACTED FOR AN INTERVIEW AND NEED ACCOMMODATIONS FOR THE INTERVIEW DUE TO A DISABILITY, PLEASE ADVISE THE INTERVIEWER OF THE ACCOMMODATIONS YOU REQUIRE WELL IN ADVANCE OF THE INTERVIEW.

ALL NEW HIRES IN THE DEPARTMENT OF HUMAN SERVICES ARE REQUIRED TO PROVIDE AND ARE SUBJECT TO PENNSYLVANIA CRIMINAL AND CHILD ABUSE CLEARANCES AS WELL AS AN FBI FINGERPRINT CLEARANCE.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

All applicants must meet the minimum experience and training (METs) required for the job. The METs for this position are: High school diploma or equivalent including completion of a high school business curriculum which included one word processing course; **OR**, Any combination of equivalent experience and training.

****A Basic Skills assessment test will be conducted to verify qualifications****

(continued on reverse)

DUTIES

The position of Clerk Typist II serves as a secretary in the Ongoing Department – Clerical Unit providing support to ongoing supervisors and caseworkers. The position requires teamwork and involves moderately complex clerical work including typing and processing a variety of documents in addition to the application of independent judgment.

It requires the ability to organize and prioritize work in a manner which ensures smooth processing and accomplishment of tasks. This position requires the ability to use discretion and judgment along with knowledge of standard office procedures, practices, conduct and actions necessary in maintaining harmonious working relationships.

Knowledge of Agency policies and procedures, the process of incoming/outgoing mail, filing, business machines, software and telephone equipment is required. This position requires the ability to be confidential and discreet with Agency and client information.

Provides clerical support and secretarial services. Types letters, reports, documents from handwritten draft, dictated sources, or original source documents into draft or final form. Proofreads varying types of materials to insure that information is grammatically correct, complete, consistent and adheres to Agency rules and regulations. Develops and maintains filing systems. Prepares, distributes and completes reports. Prioritizes work and assures that deadlines are met.

Serves as a switchboard operator/receptionist which requires the ability to project a positive image for the Department of Human Services/Office of Children and Youth, greeting and assisting visitors, answering a high volume of incoming calls, taking and relaying messages, forwarding calls to the appropriate staff, paging staff members, and placing outgoing calls for staff as requested.

Schedules, confirms and maintains the Agency visitation room calendar for staff.

Routinely performs data entry and retrieval of information from automated information systems.

Provides back up/relief coverage of essential clerical unit duties and responsibilities including but not limited to switchboard operator, mail processing and delivery, and file room duties.

Routinely communicates via telephone, written correspondence and email with internal and external customers, providers and other government agencies.

Conducts Random Moment Time Studies (RMTS) for the purpose of Federal Funding. Retrieves necessary documentation.

Provides back up/relief coverage for the clerical unit. Provides back up/coverage for Clerk Typist 2 responsibilities when necessary.

Performs other duties as assigned, which may include any tasks related to any Clerk Typist 2 position within the Agency.

*****This position is subject to the provisions of the AFSCME C/T Bargaining Unit contract*****

***Office of Children & Youth**