

JOB DESCRIPTION

San Diego County Office of Education

INFORMATION CLERK

Purpose Statement:

Under immediate supervision, the Information Clerk checks in and directs visitors and the public to appropriate division and site personnel, answers the San Diego County Office of Education (SDCOE) phone line and directs callers appropriately, provides general information to the public regarding SDCOE and its programs and services, and performs clerical duties in support of an assigned department.

Diversity Statement:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Essential Functions:

- Answers telephones, provides authorized information, takes messages, and directs callers to appropriate personnel using a multi-line telephone system;
- Identifies and reports safety and security risks to the appropriate personnel.
- Collaborates with assigned personnel to contact, receive, and direct emergency services personnel on campus as needed.
- Greets and responds to inquiries from staff and the general public in a courteous and helpful manner.
- Provides current information on employment opportunities.
- Enters data into databases according to existing formats and guidelines, as assigned.
- Updates, stores, and retrieves information as needed.
- Performs general clerical duties in support of an assigned department.
- Prepares and maintains electronic and paper records as assigned.

Other Functions:

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications:

Knowledge and Abilities:

KNOWLEDGE of:

Telephone terminology and procedures;
Office clerical procedures and equipment.

ABILITY to:

Promote a human-centered culture that elevates the strengths of others creating a sense of belongingness;
Practice cultural competency while working collaboratively with diverse groups and individuals;
Communicate effectively with all levels of staff and the general public;
Operate standard office equipment including computers, and related software applications;
Operate telephone equipment and accessories;
Enter data accurately into a database;
Take complete and accurate messages;
Keyboard/type at a rate of speed sufficient for successful job performance;
Maintain records and files;
File alphabetically and numerically;
Maintain records and files.

Working Environment:

ENVIRONMENT:

Office setting. May be designated to perform duties in an alternate work setting using computer-based equipment.

This classification may be asked to work early morning or evening hours on occasion, as needed for special meetings and events.

PHYSICAL ABILITIES:

Physical ability to: hear and speak to exchange information by telephone or in person; visual acuity to read, prepare, and proofread documents and perform assigned duties; sit or stand for extended periods of time; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

Education: Graduation from high school or equivalent.

Experience: Six (6) months of clerical experience involving office clerical work, telephone reception, and direct interaction with the public.

Equivalency: Graduation from high school or equivalent, and six (6) months of clerical experience involving office clerical work, telephone reception, and direct interaction with the public.

Required Testing

N/A

Certificates, Licenses, Credentials

N/A

Continuing Educ./Training

N/A

Clearances

Criminal Justice Fingerprint/Background Clearance
Physical Exam, including drug screen
Tuberculosis Clearance

FLSA Status: Non-Exempt

Salary Grade: Classified Support Grade 038

Personnel Commission Approved: May 18, 2022

Revised: 10/2023