



## Position Description

Job Title: Junior Clerk  
Department: General Office  
Supervisor: Office Manager or Assistant Office Manager

### Job Summary

Performs various work duties and special assignments as related to the Customer Service and Records functions of the General Office and as may be assigned by the Office Manager.

### Specific Duties: (E/N = Essential/Nonessential Functions)

- E/N – E 1. Answering customer service inquiries via telephone and in person; must be able to interpret various field service reports and computer information displays.
- E/N – E 2. Communicate effectively to coworkers, customers and supervisory staff regarding customer service.
- E/N – E 3. Organize and prioritize work assignments.
- E/N – E 4. Type and/or handwriting of various forms; opening and processing of daily payments using a calculator; computer data entry and numerical and alphabetical filing.
- E/N – E 5. Operates copiers, typewriters, calculators, various computer keyboards, including personal computers and printers; mailing equipment and printing equipment and forms burster.
- E/N – E 6. Performs additional clerical duties as assigned by the Office Manager as related to Customer Service functions.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by the incumbents of the job. Incumbents may be required to perform job related tasks other than those specifically presented in this description.

### **Qualifications and Job Requirements**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education and/or Experience**

High school diploma or general education degree (GED); with at least three to six months related experience and/or training; or equivalent combination of education and experience.

#### **Language Skills**

Ability to read, interpret, and apply various documentations regarding computer related work responsibilities, procedural manuals, operating manuals and safety regulations. Ability to complete

standard Authority forms, write customer correspondence and various interoffice reports. Ability to speak effectively to customer(s) or employee(s) of the Authority.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability**

Ability to apply commonsense understanding to carryout instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations and to complete required research to respond to customer or interoffice inquiries.

### **Other Skills and Certifications**

Must possess and maintain a valid Pennsylvania driver's license.

### ***Physical Demands***

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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk, and periodically required to travel between offices to consult or assist with various responsibilities.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### ***Work Environment***

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually quiet.