

CLERICAL ASSISTANT (OFFICE AUTOMATION)
DS-303-07

INTRODUCTION

This position is located in the Office of the Deputy Mayor for Public Safety and Justice (ODMPSJ) in the Department of Forensic Sciences (DFS) Division of Public Health Laboratory. The mission of the DFS is to provide high-quality, timely, accurate, and reliable forensic science services using best practices and best available technology, focusing on unbiased science and transparency, to enhance public safety and health.

The position is responsible for providing clerical assistance and administrative support to assist with completing program goals and objectives.

MAJOR DUTIES

Receives all visitors and telephone calls for the supervisor. Directs calls to the appropriate office or individual.

Responds to requests for information regarding office functions. Prepares responses to correspondence or transmits to appropriate personnel for response.

Provides administrative support by processing reports, letters and memoranda. Reviews outgoing correspondence for proper format and conformance with procedural instructions. Composes correspondence on own initiative with supervisory approval and/or review.

Maintains inventory of office and general laboratory supplies, including ordering and distribution; secures prices quotes from vendors and reorders supplies as needed' and receives calls from various clinics and laboratories for supplies.

Prepares purchase orders, correspondence, and other reports and types documents from drafts developed by the supervisor.

Maintains, purges and updates Agency records. Records and files information on specific projects.

Identifies issues, problems, conditions and alternate solutions based on applicable rules, regulations and procedures.

Coordinates special events/meetings, including the development of agenda and scheduling speakers.

Records and maintains vehicle logs and keep up with service update.

Performs other related duties as assigned.

FACTORS

KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of Department goals, mission and organizational structure in order to provide agency staff with the appropriate level of assistance

Ability to recognize problems, collect necessary information, discern facts and resolve issues based on application or interpretation of established guidelines.

Ability to apply and maintain good organizational and prioritization of work and projects

Knowledge of accepted office standards and practices to ensure an efficient and orderly work environment

Skill in oral and written communication, including knowledge of correct grammar, spelling, punctuation and Agency formats.

Skill in operating a personal computer, and the ability to manipulate the related software to prepare reports, arrange data and to achieve desired results

Ability to maintain time and attendance and time and attendance certification is required.

SUPERVISORY CONTROLS

Works under general supervision where work is assigned in terms of specific projects. The supervisor outlines assignments in general terms. The employee performs general or special assignments independently. The supervisor reviews the work for accuracy, timeliness and effectiveness in meeting goals.

GUIDELINES

Guidelines include Agency policies, procedures, dictionaries and style manuals. The incumbent must have the level of judgment required to locate and select appropriate guidelines. Where existing guidelines are not applicable, issues may be referred to the supervisor.

COMPLEXITY

Performs a wide variety of technical support functions to ensure smooth office operations. Decisions on how the work is to be done are based on the incumbent's knowledge of the agency, and its operations required. The work involves standard and non-standard clerical assignments, which require identification, and an understanding of assignment issues to determine required steps and procedures.

SCOPE AND EFFECT

The primary purpose of this position is to perform clerical, administrative support in a timely and efficient manner.

PERSONAL CONTACTS

Personal contacts are with clients in the community, Agency employees, other District agencies as well as the general public.

PURPOSE OF CONTACTS

The purpose of contacts is to receive or provide information related to the work or to resolve operating problems with responsible staff.

PHYSICAL DEMANDS

The work is primarily sedentary, however, some walking, standing, bending and carrying light items such as paper, binders, books, etc. may be required.

WORK ENVIRONMENT

The work is performed in an office setting.

SPECIAL REQUIREMENTS

This position's duty station will be housed within the Consolidated Forensic Laboratory (CFL) which is a protection-sensitive facility. As such, incumbents of this position shall be subject to criminal background checks, background investigations, and mandatory drug and alcohol testing, as applicable.