

Job Description



Job Title: Clerk III

Job Code: 900120

Job Family: Administrative

Pay Grade: JC.14.14

FLSA: Non-Exempt

EEO: Office-Clerical

Department/Agency: Countywide

Position Number(s): Multiple

Recommended Position Title(s): Senior Clerk; Senior Records Clerk; Senior Medical Records Clerk; Senior Secretary

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments; takes ownership for work; and possesses a strong ability to stay focused on individual; department; and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

The following Leadership Competencies apply to supervisors; managers; and executives based on designated

Essential Duties:

- Answers phones, refers calls and customers, greets customers and gives standard information in response to phone, email, or in-person inquiries; tracks and monitors calls to provide quality control. Acts as liaison between department and the citizens (public).
- Gathers information, creates, maintains and disseminates files both public and confidential; develops and distributes reports; performs typing, data entry, and processes transactions into systems.
- Reviews, audits, and analyzes data to find discrepancies and trends; resolves a variety of discrepancies to ensure compliance with regulations, policies, and procedures; explains rules, regulations, and policies regarding programs to staff; serves as a subject matter expert; recommends and implements solutions for complicated issues.
- Uses spreadsheets or databases to organize information and produce standard reports; prepares a variety of complex forms for routing and approval; compiles and maintains reports. Completes document imaging process.
- Establishes, modifies, and maintains a system for tracking the progress of work that is the responsibility of senior management; audits quality control on processes, trains, and orients new employees; may act as "Lead"; provides and explains relevant policies and procedures; composes routine correspondence on behalf of senior management.

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees; which includes making employment-related decisions and/or recommendations; and formally evaluating performance.

Duties and responsibilities; as required by business necessity may be added; deleted or changed at any time at the discretion of management; formally or informally; either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time; as required by business necessity.

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Minimum Job Requirements:

High school diploma or equivalent and two (2) years of experience in related field are required. May require KS/MO driver's license; depending on department or agency.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

Associate's degree in Office Administration or related field is preferred.

Education/Experience Substitutions:

Yes No Experience may be substituted for degree.

Yes No Education may be substituted for experience.

Physical; Environmental; and Special Working Conditions:

All County employees may be called upon to assist other departments in a declared emergency situation