CLASS TITLE: WARD CLERK

CHARACTERISTICS OF THE CLASS
Under supervision, performs clerical and payroll duties in an assigned ward office, and performs related duties as required.

ESSENTIAL DUTIES
- Maintains records of a ward's refuse collection activities (e.g., daily route assignments and units completed, tonnage collected by individual refuse trucks, and bulk, compost, and litter basket pick up assignments).
- Prepares various reports (e.g., manpower distribution and absentee reports, daily truck and hired equipment allocations, street cleaning activity reports).
- Contacts division office on a daily basis to report crew shortages, route completion, and tonnage collected.
- Maintains color coded maps to track daily work progress of crews throughout the ward.
- Reviews daily timesheets and maintains timekeeping records for staff assigned to the ward.
- Maintains records and prepares overtime cost reports.
- Prepares various personnel forms (e.g., accident reports, payroll action forms, specialty rates).
- Receives requests from ward residents for sanitation services and forwards to Ward Superintendent.
- Operates a computer terminal to input and update complaints and service requests received from ward residents.
- Maintains a log of complaints or service requests forwarded through the Division Superintendent's office.
- Provides area police district with information about ward areas scheduled for street cleaning.
- Maintains inventory records of tools and materials issued to the ward.
- Prepares requisitions to order tools, materials, and office supplies as directed.
- Attends community meetings and training classes to keep updated on City services, as required.
- Provides residents with information regarding events and scheduled activities (e.g., spring and fall clean-up, green events, street cleaning season).

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS
Education, Training, and Experience
- Two years of clerical work experience; or an equivalent combination of education, training, and experience.
Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems, scanner)
- Adding machine / calculator

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- office management methods, practices, and procedures
- timekeeping and payroll methods, practices, and procedures

Some knowledge of:

- administrative and clerical methods, practices, and procedures
- report preparation methods, practices, and procedures
- *English language spelling, punctuation, and grammar
- *alphabetical or numerical classification of information
- geographical locations in the City
- applicable computer software packages and applications
- *arithmetic principles

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.