

**SACRAMENTO CITY UNIFIED SCHOOL DISTRICT**  
**Position Description**

<b>TITLE:</b>	Adult Education Customer Relations Clerk	<b>CLASSIFICATION:</b>	Classified Non-Management (SEIU/Office-Technical)
<b>SERIES:</b>	None	<b>FLSA:</b>	Non-Exempt
<b>JOB CLASS CODE:</b>	0597	<b>WORK YEAR:</b>	12 Months
<b>DEPARTMENT:</b>	Assigned Adult Education School	<b>SALARY:</b>	Range 35 Salary Schedule C
<b>REPORTS TO:</b>	Assigned Supervisor	<b>HR APPROVAL: REVISION:</b>	05-27-10

**BASIC FUNCTION:**

Perform routine, diverse clerical support duties for an adult education school according to several specific routines and broadly defined policies and procedures; oversee the front counter or selling area of the book store, directing as necessary students and clerks; assist assigned supervisor with a variety of clerical tasks.

**DISTINGUISHING CHARACTERISTICS:**

The Adult Education Customer Relations Clerk performs a wide variety of duties where procedures and methods are prescribed. Following initial instructions and within the scope of the assignment, employees are expected to exercise good judgment and discretion in handling problems. They have considerable contact with students and teachers, as well as frequent public contacts in person or by telephone.

**REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)**

Operate a cash register, and assume responsibility for setting up all registers, permanent and temporary, on a daily basis; maintain the change fund and supplies needed for operation; approve checks, and make refunds and adjustments. **E**

Process tuition payments, sell books, and respond to email. **E**

Read, reset, and close out cash registers at the end of the day/shift, change tapes, count money received, balance total, and prepare reports; reconcile a cash drawer on a daily basis. **E**

Handle special orders for books and charges for students receiving aid for vocational, rehabilitation, and county welfare funds and other sponsoring agencies. **E**

Record and maintain inventory stock control records of books and other store merchandise; receive and price bookstore merchandise; requisition, receive, and distribute materials and supplies according to established procedures; file complete purchase orders, daily reports, letters, and other documents. **E**

Duplicate and distribute a variety of records, reports, and other materials; receive, sort, and distribute incoming and outgoing mail; lift light objects. **E**

Type letters, memoranda, bulletins, debit memorandums, reports, forms, schedules, lists, requisitions, or other materials; input a variety of data and records relating to assigned function into a computer; proofread, review, and verify documents for accuracy, completeness, and conformance to established procedures. **E**

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Operate a computer and related software to input, output, update, scan, and access a variety of records and information; generate records, reports, lists, and summaries; operate standard office equipment. **E**

Develop and maintain a variety of logs, records, and files related to the assigned school; compile information and prepare summaries and reports; compile and tabulate statistical data. **E**

Answer telephones; greet the public, and answers inquiries about routine procedures and policies; make phone calls to request, provide, or verify information; may provide work direction to others. **E**

Perform related duties as assigned.

### **TRAINING, EDUCATION, AND EXPERIENCE:**

Any combination equivalent to: graduation from high school, and one year of clerical experience.

### **LICENSES AND OTHER REQUIREMENTS:**

Overall scores in computer software testing program preferred as follows:

Keyboarding.....	45 Correct WPM
Word.....	45% Overall Score
Excel.....	45% Overall Score

### **KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

Operation of a computer, related software, standard office equipment, and a cash register.

Current office practices and procedures.

Applicable sections of the Education Code and other applicable laws.

Record-keeping techniques and filing systems.

Receptionist and telephone techniques and etiquette.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Oral and written communication skills.

Interpersonal skills using tact, patience, and courtesy.

Appropriate terminology of assigned function.

Telephone techniques and etiquette.

Health and safety regulations.

#### **ABILITY TO:**

Perform the basic function of the position.

Operate a cash register, computer, related software, and standard office equipment.

Make mathematical calculations quickly and accurately.

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.

Prioritize work to meet schedules and time lines.

Understand, interpret rules, and written directions, and apply to specific situations.

Maintain accurate records, files, and documents; prepare reports.

Lift light objects according to safety regulations.

Communicate effectively, both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Meet state and district standards of professional conduct as outlined in Board Policy.

**WORKING CONDITIONS:**

**SAMPLE ENVIRONMENT:**

School site environment; constant interruptions.

**SAMPLE PHYSICAL ABILITIES:**

Sit for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; reach overhead, above the shoulders, and horizontally; bend at the waist, and kneel or crouch to retrieve files from cabinets and shelves; hear and speak to exchange information in person or on the telephone; see to read various documents related to assigned activities, and view a computer monitor; lift light objects.

**SAMPLE HAZARDS:**

Occasional contact with dissatisfied or abusive individuals.