

Bexar County Position Description

Job Title:	CLERK - OUTREACH SERVICES
Grade:	NE - 02
Job Type:	Full-Time Regular
Department:	Economic & Community Development
FLSA:	Non-Exempt
Civil Service Status	Regular

Summary:

Under direct supervision, is responsible for greeting visitors and providing program information to the public; prepares case files and schedules appointments; enters client information into database; and provides services to Bexar County constituents. Email applications to hiring supervisor, Monica Poole at monica.poole@bexar.org.

Duties and Responsibilities:

Greets visitors and provides program eligibility information

Collects eligibility documents, reviews applications and prepares case folders for new clients

Refers applicants and clients to other public service agencies

Schedules appointments for program applicants and clients

Enters client information into database

Compiles client and program data for periodic and statistical reports

Responds to general questions; works on case files; answers telephone, routes calls and takes messages

Performs other duties as required

Minimum Qualifications:

High School or General Education Development (GED) certificate, and two (2) years general office/clerical experience; or an equivalent combination of education and experience

Knowledge of general office procedures

Skill in operating personal computer, typewriter and basic office equipment

Ability to effectively respond to questions and complaints; ability to communicate effectively with diverse groups of individuals utilizing tact and diplomacy; ability to accurately enter data and file information; ability to understand and follow verbal and written instructions; ability to perform basic mathematical calculations; ability to effectively respond to hostile, abusive or irrational individuals; ability to maintain records and compile and organize reports; ability to establish and maintain effective working relationships with co-workers and the general public

Must secure and maintain a favorable background investigation and clearance

Must clear a pre-employment physical and a pre-employment drug screen test

May be required to work more than 40 hours during the workweek

Bexar County Position Description

May be required to work weekends

Working Environment and Physical Demands:

Working conditions are primarily indoors
Occasionally moves items weighing up to 5-15 pounds
Occasionally moves about the office
Frequently communicates with others; must be able to exchange accurate information
Constantly operates a computer and other office productivity machinery
Positions self to perform essential functions
Must be able to remain in a stationary position

Individual Office/Department Conditions:

Tasks and special requirements unique to an individual office or department may be addressed through a separate list of detailed specifications prepared by that office/department and subject to approval by Human Resources and the Civil Service Commission. Office/department specifications may not be more complex nor at a higher level of responsibility than any of those contained in this position description.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Candidates whose disabilities make them unable to meet these requirements will still be considered qualified if they can perform the Essential Functions of the job with reasonable accommodation.

Department	HR Approval Date	Civil Service or Sheriff's Civil Service Approval Date	Commissioners Court or County Manager Approval Date
Economic & Community Development	August 31, 2017	NA	August 24, 2017