



**CITY OF HAWTHORNE**  
**HUMAN RESOURCES DEPARTMENT**  
**ADMINISTRATIVE CLERK**  
Classification Specification

**DEFINITION**

Under close supervision, performs a variety of entry level administrative work; including work processing file management; and performs other related work as required.

**SUPERVISION RECEIVED**

The Administrative Clerk reports to the Department Head, manager or designee.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following is a list of typical duties assigned to the Administrative Clerk classification. The duties included on this list are examples and are not intended to be all-inclusive or restrictive.

1. Answers telephones and greets customers at public counters; may respond to routine inquiries about department procedures.
2. Assists customers with routine departmental transactions.
3. Performs routine typing, data entry and record keeping.
4. Sorts and prepares incoming and outgoing department mail.
5. Makes copies and collates materials for distribution.
6. Prepares and maintains department files.

**DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

1. Graduation from High School (or GED equivalent) and six (6) months of administrative experience.

Knowledge and Abilities:

1. Some knowledge of modern office methods and equipment.
2. Knowledge of proper grammar and the ability to communicate clearly, both verbally and in writing.
3. Ability to follow verbal and written instructions and carry out assignments to their completion.
5. Ability to use required office equipment including, but not limited to, typewriters, computer terminals, fax machines, telephones and copy machines.
4. Ability to establish and maintain effective working relationships with fellow employees and the public.
5. Ability to deal tactfully and courteously, and to establish and maintain cooperative working relationships with the general public and City staff.

Licenses/Certificates:

May be required to possess a valid class "C" California Driver's License.