

Southwest Michigan Building Authority

Position Description

Job Title:	Clerical Assistant
Reports To:	Office Manager
Effective Date:	2022-06-09
Employee Type:	Non-Exempt
Pay Frequency:	Bi-Weekly
Pay Type:	Hourly
Salary Range:	\$11.30 to \$28.31
Full Time / Part Time:	Temporary, Part Time @ 24-30 Hours / Week
Remote Work Ability:	None
Best-match O*NET Code	43-9061.00 – Office Clerks, General

Job Summary

Perform general clerical duties as assigned, including but not limited to answering telephones, typing or word processing, office machine operation, filing, and scanning.

Supervisory Responsibilities

None

Duties / Responsibilities

- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Answer telephones, direct calls, and take messages.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Review files, records, and other documents to obtain information to respond to requests.
- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
- Count, weigh, measure, or organize materials.

Required Skills / Abilities

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Speaking — Talking to others to convey information effectively.

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- Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Time Management — Managing one's own time and the time of others.

Education and Experience

High school diploma or equivalent is required.

Physical Requirements

- Must be able to withstand prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 50 pounds at times.