Job Description

Job Title:	Clerk	Classification:	Unclassified
Department:	Parks and Recreation	Grade:	502
Status:	Part-Time	FLSA:	Non-Exempt

Primary Purpose

Under general supervision; performs a variety of routine administrative support activities to support the cemetery operation.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Answers telephone; answers questions; provides accurate information to public, grieving family members, and funeral home employees. Promptly returns messages.
2. Greets guests and customers arriving at the Cemetery; ensures the office area presents a professional image.
3. Communicates burial requests to the Cemetery Superintendent immediately.
4. Performs data entry; enters purchase orders; maintains accurate cemetery records of sales transactions, perpetual care services, and cemetery plots.
5. Collects and posts payments timely and accurately in accordance with the City's cash handling procedures.
6. Performs thorough and accurate genealogy research as requested.
7. Contributes effectively to the Parks Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: General office management principles and practices including records maintenance, budgeting, and computer systems applications; operating policies and procedures of the Cemetery; purchasing and cash handling policies and guidelines of the City; Microsoft Office Suite.

Skill in: Communicating verbally and in written form with the public, community organizations, tourism providers, departmental staff, and other City employees as required; reading and interpreting policies and procedures; preparing a variety of reports, records, and correspondences; maintaining filing and record keeping systems; operating a variety of office equipment such as typewriters, copiers, calculators, fax machine, telephone, computer, and computer software applications as required; Microsoft Office Suite.

Education: High school diploma or GED equivalent required. Advanced education or training in office management, records management, or bookkeeping preferred, but not required.

Experience: Two years of prior administrative support or bookkeeping experience is required.

Licenses and Certifications: A valid state issued driver's license is not required; however, transportation to and from work and off-site training programs must be accomplished without impacting attendance.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset or grieving members of the public.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must be 18 years of age.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	