

## Office Automation Clerk - 303

### **Handles miscellaneous administrative support requirements that could include updating phone directories, typing memos, distributing documents, as needed by the Administrative Office staff.**

- Routine clerical, secretarial and administrative work, to include updating phone directory, duplicating and distributing materials, typing memos and other materials are handled quickly with few errors, and minimal direction after initial training has been provided.
- On own initiative without being asked participates in other office activities such as task that more directly support the work of the Administrative Technicians. An example of this type of work activity is preparing property passes and/or assisting with researching or providing other help regarding acquisition orders.

### **Greets visitors and answers the phone.**

- Telephone calls are answered in a professional and courteous manner and direct calls accordingly.
- Visitors are greeted upon notice of their arrival in the office space.
- Messages that are taken are complete, clear and accurate and delivered to the appropriate person immediately.
- On own initiative without being asked performs follow-up activity that more directly support the work of the Administrative Technicians, such as entering building complaints in the web database and answering questions about the use of FEDEX services.

### **Handles administrative orders such as keys and telecommunications changes.**

- Are handled with few errors and minimal direction after initial training is provided.
- On own initiative without being asked performs additional duties that support the work of the Administrative Technicians, such as speaking with the locksmith or telecommunications staff about unique requests and/or lock or phone problems.

### **Travel, procurement, parking stickers, Metro fare cards, and other documents are handled effectively, as demonstrated by:**

- Are filed in the correct location, in a timely and complete manner, and with few errors and minimal direction after initial training is provided.
- On own initiative without being asked files, and creates new files for new orders.
- Proposes improvements to existing systems and implements changes to the systems that ensures that files are accurate and easily retrievable.).