

City of Allentown  
Position Description

Class Title: **CLERK III (Bilingual English/Spanish)**  
Grade Number: 8M  
Department: Public Works  
Bureau: Recycling & Solid Waste  
Union: SEIU

**GENERAL PURPOSE**

This position performs a variety of standard and specialized clerical activities to support the Bureau of Recycling and Solid Waste functions, services and all programs including but not limited to recycling and trash collection, yard waste, SWEEP, Graffiti Busters and Animal Control. Saturday and evening work may be required as part of the regular schedule. Responsible for the receipt of two-way radio transmissions and telephone requests concerning Bureau activities and relaying to proper officials or crews through verbal, written or computer generated work orders.

**SUPERVISION RECEIVED**

Employee works under the supervision of the Public Works Operations Manager and Manager of Recycling and Solid Waste.

**SUPERVISION EXERCISED**

At the discretion of the Bureau Manager, Supervisor may be exercised over Clerk 2s within Recycling and Solid Waste.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Works from general instructions and standard knowledge of Bureau's operational policies, procedures and routines.
- Required to speak and write in Spanish to communicate with incoming callers on the telephone and provide direction for the general public requesting information and translate when necessary.
- Translates written materials.
- Make sure that the general public, in person or over the telephone are courteously greeted. Answers their inquiry if possible or refers question to the proper supervisor. Provide quality and effective customer service with courtesy and understanding to our customers, citizens and internal departments.
- Orients residents obtaining recycling bins and communicates trash and recycling procedures and litter prevention practices.
- Educates citizens on proper recycling and trash procedures and litter prevention.
- Receives complaints and enters and maintains computer data base of SWEEP field records, tickets and education and enforcement activities relating to trash, litter, recycling, graffiti, animal control, etc.
- Perform a variety of duties to receive and relay externally and internally generated messages (via two-way radio, Lucity work order system, Samsara, emails, city website updates, etc.).

- Interacts with the public on violation tickets.
- Generates, sends and tracks all complaints, work orders, warnings, notices of violations, overdue notices and citations to tenants and landlords.
- Collects monies from the public and other users of Bureau services.
- Performs a variety of written communication functions including preparing correspondence, reports, grant disbursement documentation, informational flyers, etc.
- Generate specialized customized computer reports as requested by the bureau manager.
- Corresponds, both orally and in writing, with businesses and individuals.
- May be asked by the Bureau Manager to assist with Monthly, quarterly and annual audits
- Performs specialized clerical activities to support all Bureau programs such as Residential and Commercial Recycling, Municipal Solid Waste, Yard Waste, SWEEP, Graffiti, and Animal Control.
- May develop and compile agendas for meetings, attend and take minutes of meetings, records resolutions and motions, prepares and distributes transcripts of discussion, and prepares permanent minutes.
- Responsible for payroll, invoice payments, blanket orders, and similar items. Maintains payroll and related records.
- Maintains data of confidential and sensitive information.
- Assist Bureau Manager and Operations Manager in training of employees of lower classifications
- Refer problems and unusual situations to Public Works Operations Manager
- Observes rules and practices on quality work, personal conduct and safe, effective and courteous service to the public and community.
- May be required to work additional hours, including middle and/or night shift and weekends., at yard waste sites, special events, cleanups, or during emergency/nonemergency situations
- Perform related work as may be required, including those of other classifications (higher and lower).

### DESIRED MINIMUM QUALIFICATIONS

#### Education and Experience:

- (A) Graduation from high school.
- (B) Four years experience and thorough proficiency in computer software programs including Windows, Word and Excel.
- (C) Fluent in English and Spanish.
- (D) Knowledge of the English Language and spelling; possess the ability to speak it clearly and distinctly
- (E) Knowledge of arithmetic and ability to perform general math functions
- (F) Completion of a standard high school course or GED; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- (G) Possession of a valid Pennsylvania Driver's license

### NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

- (A) Extensive experience and thoroughly proficient in Windows, Word, and Excel.
- (B) Ability to communicate verbally and in writing in English and Spanish and express ideas and information clearly.

- (C) Knowledge of solid waste and recycling practices and principles.
- (D) Knowledge of modern office practices, procedures, and equipment such as computers, calculators, fax machine, copier, etc. is essential.
- (E) Ability to maintain complex clerical records, hard copies and computerized, and prepare reports from such records
- (F) Ability to function under stressful conditions and to perform multiple tasks at a time.
- (G) Ability to take information and complaints with speed and accuracy.
- (H) Ability to make arithmetic computations and tabulations with speed and accuracy.
- (I) Ability to prioritize work assignments.
- (J) Possess problem solving skills, Ability to exercise sound judgment.
- (K) Ability to read a City map.
- (L) Ability to work independently with minimum supervision.
- (M) Ability to deal pleasantly with the public, deal with complaints, solve problems, and maintain composure under difficult circumstances.

### SPECIAL REQUIREMENTS

Possession of a valid Pennsylvania Driver's license.

### TOOLS AND EQUIPMENT USED

Requires intensive daily use of personal computer, copy machine, fax machine, telephone system, City radios and any other office related equipment.

Will be given training on city used programs such as Eden, Lucity, SWEEP Database.

### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently and repetitively required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to sit, talk or hear. The employee is occasionally required to walk, stand, stoop, kneel, crouch, crawl and smell.

The employee is occasionally required to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and the ability to adjust focus.

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works in an office environment. The noise level in the office environment is

usually quiet. The noise level when out in the field (Special events, Yards Waste site, etc...) usually moderate to loud.

### SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests will be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

*Revised: 12/22/2020*