

Administrative Clerk Realistic Job Preview Script

Slide 1

Welcome to the Administrative Clerk Realistic Job Preview. In this preview, we will review some of the tasks and work conditions of the Administrative Clerk position, as well as some information about working in the Merit System.

Slide 2

The realistic job preview will cover five things.

First, we will discuss the job tasks that you might be asked to perform. Next, we will discuss the settings in which Administrative Clerks work. Third, we will discuss the departments in which Administrative Clerks tend to work. Fourth, we will discuss the potential career path for Administrative Clerks. Finally, we will discuss the pay and benefits that the County offers.

At the end of this presentation, you will be given contact information in case you have questions about the position that are not answered in this presentation.

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In the first section, we will cover the tasks that an Administrative Clerk might perform while working at the County. The list of tasks is not an exhaustive list. Not every Administrative Clerk that works for the County will be expected to do each of these tasks. Also, there will be some Administrative Clerks that will perform tasks not included in this list. The tasks that you are asked to perform will depend on the department for which you will work.

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One major area of the Administrative Clerk job is interacting with others. Administrative Clerks are expected to greet citizens that need to do business with the County. This may occur in-person if citizens come into the office or this may include answering phone calls. Administrative Clerks are asked to respond to questions from the public and to direct them to the appropriate location if the Clerk is unable to answer the question. Part of interacting with others also includes communicating and collaborating with others whether it be coworkers or Jefferson County employees in other departments. Administrative Clerks are expected to obtain and convey information so that the goals of the County are achieved. Interacting with others can also include scheduling and coordinating meetings, appointments, and travel; in addition to, preparing meeting spaces.

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Administrative Clerks also frequently perform work using a computer. One example of this would be inputting, monitoring, or analyzing data contained in tables, charts, maps, and/or databases. Administrative Clerks may also have to process payroll information including deductions and deposits. Keeping record of annual merit pay increases is also a task that is usually handled by Administrative Clerks. Administrative Clerks will also handle payments and billing by calculating, collecting, and posting financial information using computers. Computers are also used by Administrative Clerks to type, transcribe, and write documents. Administrative Clerks can also be asked to review and edit documents for accuracy and completeness.

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Another major area of Administrative Clerks' jobs is record management. This may include maintaining paper and electronic filing systems or receiving, sorting, and distributing documents and notices. Administrative Clerks may also be asked to manage and assess the inventory of the department in order to ensure staff is adequately supplied in order to complete work. Record management also includes the processing of forms. Administrative Clerks may be asked to process records, licenses, and other information in order to provide services and resources to the citizens of Jefferson County. Reviewing financial records for mathematical and clerical accuracy is another task under record management in which an Administrative Clerk may be expected to perform. This would include ensuring the information reviewed conforms to applicable rules, regulations, and laws.

Occasionally, Administrative Clerks are asked to perform supervisory duties. These supervisory duties may include assigning and reviewing the work of others, or creating policies and procedures in order to establish fair performance standards.

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In the next section of this presentation, we will discuss the conditions in which an Administrative Clerk may find themselves working. Like before, not every Administrative Clerk that works for the County will work in the conditions listed in the next slides. Also, there will be some Administrative Clerks that will work in conditions not included in this list. The conditions that an Administrative Clerk will work in will depend on the department they work in.

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Typically, Administrative Clerks for Jefferson County work an 8am to 5pm day. Occasionally, Administrative Clerks will be asked to work overtime and will be compensated for this work. For example, Administrative Clerks in the Board of Registrars will sometimes be asked to work overtime around elections in order to ensure citizens are registered to vote.

Also, each department will expect you to report to work on time. While shifts could be different based on the department, all of the departments expect you to inform your supervisor if you are going to be late. Repeated lateness can result in being written up or other disciplinary actions up to termination. This applies both during and after the probationary period. Your first year on the job is considered the probationary period.

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Administrative Clerks may encounter various physical conditions. Most often, Administrative Clerks work in environmentally controlled conditions such as an office setting. Some Administrative Clerks will work in a warehouse setting which may lack heating or air conditioning like a typical office setting would. Some Administrative Clerks may also encounter pollutants, gases, dust, or odors from time to time. Administrative Clerks may also be asked to sit or stand for a prolonged amount of time. Administrative Clerks may frequently be working with computers. As a result, they may be exposed to glare and PC light.

Administrative Clerks sometimes encounter various conditions when interacting with others. For example, Administrative Clerks may on occasion have to deal with threatening, irate, upset, or angry citizens. Additionally, Administrative Clerks may have to work with a diverse set of people. Citizens dealing with the County will come from a variety of race and ethnic backgrounds and various income levels. Administrative Clerks working for Jefferson County are expected to demonstrate high quality customer services with whoever they may be dealing with as they may be dealing closely with the public population. Administrative Clerks may also work in close proximity to other people such as their coworkers.

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Next, we will talk about some of the locations a newly hired Administrative Clerk might expect to work. If you receive an offer, you will be able to choose between the departments that currently have openings. For example, if there are openings in Roads and Transportation and Environmental Services, you would be able to choose which

department you want to work in. However, if there is only one opening and it is in the District Attorney's Office, your offer would be for that location. If an offer is provided, you will also receive a workplace expectation sheet which will provide more details about the job you will be expected to perform so that you can make an informed decision whether or not to accept the offer.

The next few slides will talk about the most common locations in which Administrative Clerks work. The list of departments in the next few slides is not an exhaustive list. It is possible that a vacancy for Administrative Clerk would open up in a department not listed and not all departments listed currently have vacancies for this position.

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Most Administrative Clerks for Jefferson County work in the main courthouse in downtown Birmingham. In the main courthouse, Administrative Clerks may work in the following departments: Board of Registrars, Board of Equalization, Human-Community Services and Economic Development, Development Services, Environmental Services, Finance, General Services, Revenue, Roads and Transportation, Tax Assessor, and Tax Collector. Next, we will cover an overview of each of these departments.

The goal of the Board of Registrars Department is to ensure voter registration data is entered in order to ensure citizens are registered to vote. Employees in this department will also answer questions citizens may have about the voting process either over the phone or in-person as citizens come into the office.

In the Board of Equalization Department, the goal is to appraise and assess property value for taxes. Employees in this department will ensure the proper documentation is completed and filed to support the assigned property value.

The goal of the Human-Community Services and Economic Development Department is to provide decent housing and a suitable living environment for Jefferson County residents. The focus of the department is on citizens who are low to moderate income.

The Development Services Department has three main functions: to enforce construction codes; to ensure federal and state regulations are met in minimizing the flow of pollutants into local rivers, creeks, lakes, and streams; and to execute the comprehensive development plan for the county.

The responsibility of the Environmental Services Department is to collect, transport, and treat sanitary sewage in Jefferson County.

The Finance Department is in place to manage the financial operations of the County. Activities include: accounting, payroll, budgeting, purchasing, and the County's debt and investment portfolios.

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The goal of the General Services Department is to serve the other departments, maintain County facilities, and to answer general information questions from the public. Employees in this department also ensure incoming mail is sorted appropriately.

The Revenue Department is responsible for the money flow into the county. A few examples include: motor vehicles taxes and registration fees and hunting and fishing license fees.

The goal of the Roads and Transportation Department is to provide a safe and efficient road system for people traveling within Jefferson County. Employees in this department support this goal by processing paperwork, invoices, and reimbursements.

The Tax Assessor Department applies legal exemptions for property taxes. Employees in this department also keep record of all taxable properties and answer any questions the public may have regarding property taxes.

The responsibility of the Tax Collector Department is to collect and distribute the tax dollars in Jefferson County.

Although this list includes the majority of departments in which Administrative Clerks would be asked to work in the main courthouse, there may also be other departments in the main courthouse in which an Administrative Clerk could be asked to work.

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In addition to the main courthouse, Administrative Clerks for Jefferson County may also work in legal settings including the District Attorney's Office, Family Court and Probate Court.

The District Attorney's Office has locations in both the Bessemer and Birmingham Criminal Justice Buildings. The District Attorney's Office serves to protect the rights and interests of all victims of crime while aggressively prosecuting those who engage in criminal activity.

Family Court has its own courthouse located in Birmingham. Family Court has jurisdiction over all juvenile cases as well as responsibility for several other types of cases such as child support. Employees working in Family Court assist in various areas of the court to process information and paperwork, greet and direct the public, and maintain filing systems.

The final legal setting in which Administrative Clerks could expect to work is Probate Court. Probate Court is located in both the County courthouses in Bessemer and Birmingham. The goal of Probate Court is to provide just rulings in areas that fall under its domain such as will disputes.

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The final place Administrative Clerks could be expected to work is in the Health Services Department. Cooper Green Mercy Health Services is committed to provide high quality healthcare to all residents of Jefferson County. The clinic provides a full-service ambulatory care facility including: primary and specialty care; urgent care; physical, occupational, and speech therapies; laboratory services; radiology; and pharmacy. Employees that work in the Health Services Department work in the Cooper Green Clinic in Birmingham.

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The final section of this presentation will discuss the career path for an Administrative Clerk. Information in this section will include pay and benefits as well as possible promotional opportunities for employees working as Administrative Clerks.

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The Administrative Clerk position is a grade 13, which determines the salary of the job. More details on salary will be provided in the next slide. Employees that have worked as Administrative Clerks in the past have gone on to get promoted to jobs like Administrative Assistant, Administrative Supervisor, and Administrative Analyst. This promotional path is not guaranteed. Just because someone is hired as an Administrative Clerk does not guarantee them an eventual spot as an Administrative Assistant. An Administrative Clerk would have to apply for, be deemed qualified, and go through the selection process before being promoted into any of the jobs listed.

Administrative Assistant, Administrative Supervisor, and Administrative Analyst are not the only jobs Administrative Clerks have gone on to be promoted into either. A county employee can apply for and go through the selection process for any job that the individual is deemed qualified for by the Personnel Board of Jefferson County. In other words, any job that an individual would be qualified for would be a promotional opportunity.

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As mentioned in the previous slide, the Administrative Clerk position is a grade 13. Salary is determined by grade and step. The corresponding salary for grade and step is established by the Personnel Board of Jefferson County and can be found at www.pbjcal.org under employment and then salary schedule. There is a salary schedule for each jurisdiction in the Merit System so salaries for Jefferson County employees are determined by the Jefferson County Commission Salary Schedule.

Usually, employees start out at a step one. For an Administrative Clerk, a grade 13, step one would correspond to \$13.47 per hour or \$28,017 per year. After each full year of employment, an employee is eligible for a 5% pay increase if their supervisor provided them a satisfactory performance review. This 5% pay increase is also called a merit increase. An employee can receive merit increases all the way until step ten. For this

position, step ten would correspond to \$20.85 per hour or \$43,368 per year. If an employee started at step one, he or she could reach step ten after nine years of satisfactory performance reviews. Starting at a step one is negotiable based on previous work experience and education. Step ten is the highest salary you can receive in a position without being promoted to another position with a higher grade.

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Jefferson County offers a comprehensive benefit package to its employees. Health insurance is provided by BlueCross and BlueShield of Alabama. BlueCross and BlueShield of Alabama offers the largest and broadest network of health providers in the state. The level of coverage offered by this plan is also among the highest anywhere. The current monthly premium for health insurance for a single employee is \$123.82. The County also offers coverage at a single plus one and a family rate.

Dental insurance is offered by Delta Dental and vision benefits are offered by Humana. In both cases, employees have a choice between a base plan and a premium plan. The base plan offers a lower premium but less coverage and the premium plan offers a higher premium yet more coverage. The current monthly premium for dental insurance for a single employee on the base plan is \$22.38. The current monthly premium for vision insurance for a single employee on the base plan is \$5.87. The County also offers coverage at a single plus one and family rate for both dental and vision insurance.

Employees at Jefferson County also earn sick and vacation days. For each month of employment, you earn one sick day and one vacation day. You can carry over up to 40 days of vacation time at the end of the year, and you can carry over unlimited days of sick time at the end of the year. While you earn sick and vacation time from the beginning of your time with the county, you cannot use it within the first three months of work.

In addition to sick and vacation days, the county also observes several holidays through the year. This includes New Year's Day, Dr. Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, and Christmas. Employees also receive a variable holiday to use at some point during the year.

Jefferson County has a pension retirement system known as the General Retirement System for Employees of Jefferson County. The General Retirement System is governed by a five-member board which operates as a separate entity from Jefferson County Commission. Membership is mandatory and members are required to contribute six percent of their income each pay period. The benefits of the General Retirement System can be found on their website at www.grsal.net. The website includes the handbook as well as frequently asked questions.

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If you have any additional questions regarding benefits, feel free to email benefits@jccal.org or call 205-325-5249

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This concludes the realistic job preview for Administrative Clerk. Thank you for your interest in employment with Jefferson County Commission. If you have any questions, please contact Jefferson County Employee selection at 205-214-5518 or email careers@jccal.org

Thank you, and have a great day!