

City of San José
CLASS SPECIFICATION

Title: Messenger Clerk FT/PT (1111/1113)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
City Attorney's Office	Varies	Non-exempt

CLASS SUMMARY

Under immediate supervision, performs work of routine difficulty in the collection and delivery of documents and materials to City departments and locations throughout the City. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

Incumbents of this class perform duties involving collection, sorting and delivery of documents and other materials to offices and locations throughout the City. This class differs from the next higher classification of Mail Processor in that the latter has, as a full time assignment, the processing of outgoing United States mail.

QUALIFICATIONS

Minimum Qualifications

Education and Experience

No specific training or experience is required.

Acceptable Substitution

None

Required Licensing (such as driver's license, certifications, etc.)

Possession of a valid California driver's license.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

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- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

Ability to:

- Ability to follow written and oral instructions.
- Accurately sort documents or other materials alphabetically or numerically.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Receives and collects interoffice mail and similar documents.	Daily
2.	Sorts mail and documents in order of delivery to City offices.	Daily
3.	Delivers mail and other materials to offices and work areas.	Daily
4.	Packs or unpacks shipments of books or other material.	Daily
5.	Transports cartons of documents to the Records Storage Center.	As Required
6.	Maintains records.	As Required
7.	Retrieves documents from storage and delivers to requesting department.	As Required
8.	Drives passenger vehicle to transport mail, documents, or other objects.	Daily
9.	Completes errands; may transmit verbal instructions.	As Required
10.	Occasionally processes outgoing United States mail.	As Required
11.	Occasionally performs some clerical work.	As Required
12.	May provide back-up coverage at department's reception desk.	As Required
13.	Performs other related work as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 40 pounds, or heavier weights, in all cases with the use of proper equipment;
- Ability to pack or unpack shipments of books and other items. Ability to operate a vehicle.
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;

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- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY *Created 5/80, Rev. 10/20; s001*