

**Job Description and Standards of Performance**

<u>Position Title:</u> Clerk I	<u>Affiliation:</u> PNG
<i>Specialization:</i> RCD Support	
<u>Department:</u> Circulation	<u>Department #:</u> 7223
<u>Date Updated:</u> 9/5/07	<u>Updated by:</u> D. Gallivan
	<u>Job Code #:</u>

Position Purpose/Objective:

To provide clerical/administrative support to the RCDs

*All core duties are listed before supporting duties. The relative importance of duties relates to the anticipated impact of that duty to the business, department, customer, and/or product.*

Position Duties	Meets Expectations When:
Provide general clerical support to the RCD, including filing, copying, phone/e-mail support, correspondence, etc. Core	◆ All clerical tasks are handled in an efficient, timely and accurate manner.
Provide carrier-related support including processing invoices/credits, tracking supplies, auditing route lists, supporting communications to carriers, processing contracts, etc. Core	◆ Processing of carrier-related services is complete, timely and accurate.
Answers internal and external customer inquiries and concerns. Core	◆ Conducts necessary follow-up to ensure completeness and customer satisfaction.
Performs redeliveries and covers down routes as needed. Support	◆ Redeliveries are made in a timely manner.
Assists in general upkeep of the RCD. Support	◆ RCD is kept neat and organized in order to promote efficient work.
Performs other related duties as assigned.	◆ Additional related duties are performed as assigned in a timely manner.

Required Education and/or Experience/Knowledge:

1 year of successful clerical experience preferred, with HS diploma or equivalent.

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Required Skills:

Fundamental math skills. Organized and detail oriented; excellent phone skills, computer literacy. Valid driver's license, proof of insurance and use of reliable vehicle required. Early morning and weekend hours required.

This position reports to:

Circulation Area Manager