

**Job Description and Standards of Performance**

<u>Position Title:</u> Clerk III <i>Specialization: Circulation Information Services Support</i> <u>Department:</u> Circulation  <u>Date Updated:</u> 4/29/07 <u>Updated by:</u> M. Boyd <small>Release 11/8/00</small>	<u>Affiliation:</u> Un-affiliated  <u>Department #:</u>  <u>Job Code #:</u>
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Position Purpose/Objective:

Supports Circulation department by performing day to day operational tasks, billing operations and developing and running reports. Performs assigned functions of day to day and periodic computer operations. Provides assistance to sales department as needed. Information Services needs in developing, coordinating and performing service and reporting requests for Circulation Management as well as the Home Delivery, Single Copy and Marketing/Retention workgroups. Assists all levels of users in meeting reporting and tracking needs utilizing the Geac Collier-Jackson computer system and peripheral tools such as UDMS, Safari, Monarch and the Microsoft Office '97 Suite.

*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:
Runs existing reports and designs basic new reports as needed by Circulation management.  CORE	Reporting meets user expectations and requirements, Report design results in accurate depiction of requested information.
Performs update processing and reporting as needed.  CORE	Update processing & reporting is performed accurately and on proper deadline.  Computer resources are utilized to maximum efficiency and user needs are met.  Users receive required day to day support.

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Assists with general sales support including coordinating/processing promotional and other ads, inputting draw info, processing bills/payments, assisting customers, etc.  CORE	Support is provided in a timely, efficient and accurate manner.
Uses available technology to support efforts as needed.  CORE	Possesses adequate knowledge of all pertinent software/systems necessary to perform duties efficiently.
Provides excellent customer service to both internal and external customers.  Supporting	All customers, internal and external, are assisted in a courteous, professional and timely manner.
Documents job policies and procedures.  Supporting	Job policies and procedures are documented and kept current.
Performs backup duties within the Circulation workgroup.  Supporting	Coverage is provided as needed.
Other related duties as assigned  Supporting	Additional related duties are performed in a timely and accurate manner.

Required Education and/or Experience/Knowledge:

High School diploma or equivalent required, Associates degree or higher preferred  
 2+ years in a customer service and/or support position  
 2+ years computer experience in a large host system environment helpful  
 2+ years PC (desktop) software experience

Required Skills:

Customer service skills.  
 Organization skills and ability to prioritize.  
 Strong communication skills, both verbal and written.  
 Ability to work at a fast pace in a team environment.

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Working knowledge of PC's, MS office and similar software.

Excellent data entry skills.

Use of discretion when working with highly confidential information Strong organizational skills

Operational & Detail- oriented

Must be able to handle multiple tasks/projects simultaneously

Good telephone skills

Computer literacy and proficiency, MS Office experience helpful

Problem- solving ability

Ability to exercise independent judgement within established parameters

This position reports to:

Circulation Information Services Manager