

OPERATIONS CLERK
Location: New Castle, DE

Salary: \$20.09 per hour (\$41,799 annualized)

Opening Date: April 18, 2018

Closing Date: May 18, 2018

I. POSITION SUMMARY

Performs office, computer, warehousing, clerical and administrative duties within the department. Employee may be called upon to perform additional duties as assigned. Shift hours will vary according to operational needs. Inherent to all work are required safety and essential training responsibilities. The employee is responsible for following established safety practices while performing assigned duties to protect self, co-workers and the public from personal injury and to prevent damage to Authority property.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist with routine office duties to include telephone/radio coverage, transmitting necessary correspondence to respective personnel, and typing and copying correspondence as needed
- Answers and promptly routes all incoming calls and messages to the appropriate department in a professional and courteous manner
- Prepares correspondence on behalf of the department staff
- Maintains accurate, complete and up-to-date files which include records, databases, and work orders
- Fills work order supplies in time for pick-up or delivery as required
- Maintains up-to-date knowledge of part/supply locations for timely work order fulfillment
- Performs data entry in the Authority's Computerized Maintenance Management System platform
- Creates requisitions and processes accordingly
- Maintains up-to-date knowledge of warehouse inventory; including supply types and quantities of all parts and supplies
- Mail pick-up, delivery and distribution; including certified/registered mail processing
- Effectively operates the Authority's metered postage system
- Provides the highest level of customer service and professionalism to all internal and external customers
- Other duties as assigned

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of standard office practices and procedures
- Ability to prepare reports, memos, letters and documents
- Ability to communicate clearly and effectively, in a courteous manner, both orally and in writing
- Ability to operate office equipment to include personal computers and work order/CMMS platforms
- Basic knowledge of MS Word and Excel programs, spreadsheet and e-mail applications, facsimile, and photocopiers
- Working knowledge of radio communication procedures
- Ability to establish and maintain effective working relationships with others
- Ability to provide superior customer service to all internal and external customers

IV. REQUIRED EDUCATION AND EXPERIENCE

- High school diploma or equivalent or equivalent related experience
- Computer skills such as Word, Excel, and Outlook
- One (1) year clerical experience
- Two (2) years clerical experience preferred
- Two (2) years of parts location and cross referencing preferred

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license
- Valid forklift certification preferred

VI. SPECIAL REQUIREMENTS

- Subject to a drug test and background investigation
- Subject to a pre-employment physical
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- May at times be required to adjust daily hours to maintain work activities to meet daily operations
- May be required to perform during emergencies and inclement weather

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, please attach a resume to the completed application.