

Casual Office Clerk (Maintenance Division)

Location: New Castle, DE

Hourly Rate: \$12.00

Opening Date: July 28, 2021

Closing Date: Until Filled

I. POSITION SUMMARY

This position performs general clerical duties and office support within the department. 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. This casual position is part-time with no guaranteed minimum number of hours, nor are there any guaranteed assignments.

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
- Assists with pickup and delivery of mail
- Assists with warehouse inventory
- Maintains accurate, complete and up-to-date files which include records and databases
- Prepares correspondence on behalf of the department staff
- Answers and promptly routes all incoming calls and messages to the appropriate department in a professional and courteous manner
- Consistently provides superior customer service
- 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 drive a motor vehicle
- Ability to operate office equipment to include personal computers
- Basic knowledge of word processing, spreadsheet and e-mail applications, facsimile, and photocopiers
- Ability to establish and maintain effective working relationships with others

- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. REQUIRED EDUCATION AND EXPERIENCE

- High school diploma or equivalent or equivalent related experience
- Basic computer skills and training
- One (1) year clerical experience

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license

VI. SPECIAL REQUIREMENTS

- Subject to a drug test and background check
- 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 bi-weekly pay
- May at times be required to adjust daily hours to maintain work activities to meet daily operations

Revised: April 2021