**City of Tawny Creek**

# Administrative Support Positions

The City of Tawny Creek accepts applications for administrative support positions by mail, via the Internet, and in person. To request an application by mail, call the automated employment hotline at (714) 555-0091. Applications are also available online or can be picked up at the City Hall employment office.

*Application Tips*

* Carefully review the requirements of the position for which you are applying to be sure you have the necessary skills and experience.
* If there is an application deadline for a particular job, be sure your application is received in time.
* Be sure to complete the entire application. Incomplete applications may not be processed.
* You may submit a resume with your application, but the application must still be thoroughly completed.
* Some positions require residency within the City of Tawny Creek. You will be asked to verify your residence before your application can be processed.

Following are outlines of the administrative support positions available at the City of Tawny Creek.

## Accounting Specialist

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| Excellent position for those who like to calculate and work with numbers |
| Wages range from minimum wage to $13.75 per hour |
| Uses spreadsheet and other computer software |

*Job Description*

Accounting Specialists help the City of Tawny Creek keep track of money coming in and going out; they do much of the clerical work related to accounting and bookkeeping. Tasks include opening mail to look for checks or bills, preparing bank deposits, writing bills, receipts or invoices, and filing. Individuals in this position record debits and credits and enter data on computers using spreadsheets and other accounting software. They perform a wide range of calculations using 10-key calculators. Other tasks include balancing accounts, preparing purchase orders, sales tickets, charge slips and bank deposits, computing interest charges on loans or purchases and checking loans and accounts to be sure payments are up to date. Specialists may follow up with suppliers to check on orders or payments.

More experienced specialists use computers to create financial statements, handle payroll, prepare balance sheets, and compare computer records to paper records to ensure accuracy.

The usual work week is 40 hours, Monday through Friday. Overtime is common in some jobs at the end of the quarter or fiscal year, when preparing taxes or during audits. Some of the City’s specialists are employed on a part-time basis, and some are hired on a temporary, as-needed basis. Benefits for full-time jobs include paid holidays, vacations and sick leave, health and life insurance and retirement plans.

*Qualifications*

Entry-level Accounting Specialist positions require a high school diploma or GED. High school classes in business math, computers and data entry are useful. Entry-level positions may require six months experience in clerical, cash handling (such as bank teller), or customer service positions. Specialized positions generally require one to two years’ experience as an Accounting Specialist. Some positions require college courses or an associate degree in business or accounting.

Accounting Specialists must have good math skills and be detail oriented. As with all Tawny Creek employees, Accounting Specialists must be able and willing to comply with the city’s policies and procedures and government regulations. Tawny Creek also looks for honesty and trustworthiness since Accounting Specialists often handle cash and checks, and may have access to confidential records.

Ability to use a 10-key calculator and accurate data entry skills are essential. Knowledge of spreadsheet and word processing programs are required for these jobs and most positions also require knowledge of computer databases.

*Career Advancement*

Many promotional opportunities are available to our Accounting Specialists. They may supervise other specialists and advance through the administrative career path to jobs such as office manager, administrative assistant or management positions. They may also move into other departments such as Human Resources and City Planning.

## Data Entry Specialist

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| Excellent position for those with computer skills who want to get started in a business career |
| Wages range from minimum wage to $12.00 per hour |
| Some limited opportunities for telecommuting |
| Often advance to higher-paying jobs with more responsibility |

*Job Description*

Data entry is often used as a stepping stone to other careers that offer higher wages and more responsibilities, such as administrative assistant or Accounting Specialist. Data Entry Specialists are responsible for entering lists of data into computers using word processing, databases, and spreadsheets. They may also be responsible for editing data already existing in the database. Much of the data that is entered deals with numbers (for example, cancelled checks, financial reports, utility bills, time cards, etc.). The job requires organizational skills and the ability to focus and type with speed and accuracy. Commonly, a typing speed of 45-50 words per minute is desired.

Other duties may include sorting mail, photocopying documents, or compiling information. The ability to communicate effectively through both speaking and writing is very important; therefore spelling, punctuation, and grammar skills are strongly desired.

Generally, work is done in an office environment where constant commotion and noise are not uncommon. The job requires sitting at a desk for most of the day and many hours working at a computer.

Data Entry Specialists typically work 40 hours a week, although part-time work is often available. Work hours can be flexible, as computer work can often be done at any time of the day or night. Tawny Creek allows some employees in these positions to telecommute, but applicants should not count on this arrangement being available. Overtime is common in some jobs at the end of the quarter or fiscal year, when preparing taxes or during audits. Some of the specialists are employed on a part-time basis, and some are hired on a temporary, as-needed basis.

Benefits for full-time jobs include paid holidays, vacations and sick leave, health and life insurance and retirement plans.

*Qualifications*

The City of Tawny Creek requires a high school diploma or its equivalent. Those who have data processing or data entry training or experience (a year or more) along with clerical skills, general math skills and training in business machines operation are preferred. However, inexperienced workers are often hired and trained for the position. The ability to type with accuracy and speed is important. The ability to focus and handle repetition is also important.

The skills required for data entry (i.e. keyboarding, knowledge of word processing, databases, and spreadsheets) may be gained from a variety of different sources. Vocational programs, high schools, community colleges, business schools, temporary help agencies, books, tapes, or the Internet are all useful sources for becoming efficient in the skills necessary for data entry.

*Career Advancement*

The City of Tawny Creek encourages promotion from within based on education, experience, performance, and computer knowledge. Those who continue to get additional education and/or training, and advance their knowledge in the appropriate computer software will be at the highest advantage. With sufficient education and/or training, Data Entry Specialists may advance to a variety of different positions including administrative assistant, supervisor, Accounting Specialist, dispatcher, etc.

## Records Specialist

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| Positions available in all departments |
| Wages range from minimum wage to $13.00 per hour |
| Good entry-level job as little training is required |

*Job Description*

Working as a Records Specialist can be a very good way to get started in a career in business. Although the position involves responsibility, it requires a minimum of technical skills. Records Specialists are needed in all departments and are relied upon by a variety of employees.

Records Specialists store and maintain material in several forms including on paper, electronically, on microfilm and microfiche. Files can be stored in traditional file cabinets, mechanized filing systems, on film, or in computerized systems on a network hard drive, floppy disk or CD ROM. They may sort, code and file items alphabetically, numerically, or by subject. They may also scan information to optical disks using imaging systems. Creating new folders or files and assigning ID numbers may be a part of this job.

Records Specialists are responsible for keeping records up to date, discarding old records, and checking files to make sure the data is complete and in correct order. Records Specialists may be asked to locate missing materials and resolve discrepancies. Additional tasks for Records Specialists could include word processing, data-entry, operating copy, fax, scanners and other business machines, sorting mail and performing other general receptionist or office duties.

Records Specialists sometimes work in a specialized file or records room, and the job requires a combination of independent work and contact with co-workers and/or the public. Records Specialists must be able to work well independently but also have good people skills. Records Specialists may have to bend, stoop, and stand and lift or push from 25 to 50 lbs.

The usual work week is 40 hours, Monday through Friday. Overtime is sometimes required.

*Qualifications*

The City of Tawny Creek requires Records Specialists to have a high school diploma or GED. Some entry-level Records Specialists are hired with no experience; more often, the city hires people who have 6 months to a year of experience. A filing test and general clerical skills exam is required to interview for positions. Other key requirements are a good attitude, ability to follow directions, and a willingness to learn.

Accurate typing skills are required, and if an employee has no experience with personal computers or word processing, they may be required to attend training classes. Good handwriting, English, spelling skills, and the ability to quickly read and accurately interpret information are also often important. Honesty and trustworthiness are important because Records Specialists need to be able to appropriately handle sensitive and confidential data.

*Career Advancement*

Records Specialists may advance into other clerical roles such as Data Entry Specialists, bookkeepers, office machine operators, receptionists and administrative assistants. If remaining in the records department, they may become records supervisors or trainers.