



## JOB DESCRIPTION

### Administrative Aide (Courier)

Date Prepared: March 2014

Class Code: 1535

**SUMMARY:** Under basic supervision, pick up and deliver messages, documents, packages, and other items between offices, departments, businesses and general public within established timelines; performs a variety of basic clerical and administrative support functions supporting city operations.

**DISTINGUISHING CHARACTERISTICS:** -- Administrative Aide (Courier) is the entry level in the job series; incumbents work under basic supervision, and perform a variety of routine and supportive clerical duties.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Perform general office or clerical work such as filing materials, operating duplicating machines, or running errands.
- Plan and follow the most efficient routes for delivery of messages, documents, packages and other items.
- Unload and sort items for delivery.
- Receive messages or materials to be delivered, and information on recipients, such as names, addresses, telephone numbers, and delivery instructions, communicated via telephone, two-way radio, or in person.
- Load vehicles with items, ensuring items are loaded correctly and taking precautions with hazardous items.
- Sort items to be delivered according to the delivery route.
- Deliver messages and items, such as documents, and packages, between departments, offices, businesses, general public and private homes.
- Record information, such as items received and delivered and recipients' responses and signatures to messages and/or documents.
- Check with administration after completed deliveries, in order to confirm deliveries and to receive instructions for other deliveries as needed.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

#### MINIMUM QUALIFICATIONS:

##### Education, Training and Experience Guidelines:

Possession of a High School Diploma or GED. No experience needed.

##### Knowledge of:

- City organization, operations, policies and procedures.
- Principles and practices of office administration.

- Telephone etiquette and customer service protocol.
- Customer service standards and protocols.

**Skill in:**

- Reading maps and navigational skills.
- Working alone and keeping tight schedules.
- Responsible attitude toward safety.
- Organizing tasks and meeting deadlines.
- Communicating effectively verbally and in writing.
- Dealing tactfully and courteously with City officials and consultants and the public.
- Establishing and maintaining cooperative working relationships with co-workers and the public.

**LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License is required.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed driving in the city and surrounding areas and in a standard office environment.