



# General Information Assistant

## Job Description

Department: Clerk  
Position: Career Service  
Grade: 716  
Supervisory: No  
Reports to: Administrative Services Supervisor

### Summary

Under general guidance and direction of the Administrative Services Supervisor, provides first-contact customer service County-wide, in person and over the phone. Assists with clerical duties, as assigned. Incumbents serving in this classification must have considerable knowledge of County departments, functions, and services.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Greet the public in the lobby of the County Administration Building; provide walk-in patrons with requested forms, publications, and other informational materials when appropriate.
2. Screen public concerns and questions; refer clients, visitors, and the public to appropriate departments for further assistance; apprise departments of appointment arrivals, as needed.
3. Respond to requests for information related to County services, programs, and general policies, practices, and procedures.
4. Receive, screen, and direct incoming phone calls for a multi-line phone system; assist callers by providing information and directing them in correct processes; provide initial response to questions, complaints, or problems following established communications and information sharing policies, practices, or procedures.
5. Maintain standard operating procedures for information desk; update contact lists for State and County entities and departments.
6. Sort daily mail delivery into department mailboxes; fold and insert mass mailing for county departments, as needed.
7. Maintain Commission and County Public Meeting and Vacancy board.
8. Assist Records Management with organizing, prepping, and indexing documents for retention per state code; maintain confidentiality of all records.
9. Assist with printing and mailing Annexation Applications per State Code.
10. Perform data input and record maintenance for multiple departments, as assigned.

### For Office Use Only

Job Code: 6877  
Job Title: General Information Assistant  
FLSA: Non-Exempt  
Effective Date: 7/5/2023  
Public Safety: No

Worker's Compensation: Clerical  
Background Level: I  
Safety Sensitive: No  
DOT: No  
ML: Individual Contributor

### **Knowledge, Skills, and Abilities**

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of the functions and locations of County departments
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing and data entry
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to work with minimal supervision
- Ability to follow general instructions
- Ability to maintain a high degree of professionalism
- Ability to quickly identify and report inappropriate behavior to prevent and minimize potentially dangerous situations to County operations
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to maintain confidentiality

### **Supervisory Responsibility**

This position has no direct supervisory responsibility.

### **Work Environment**

Work is performed in a professional office environment. This employee routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. This position requires frequent contact with the public, which exposes incumbent to others' illnesses and to individuals who may be angry, agitated, or otherwise upset. The noise level in the work environment is usually moderate.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift office supplies up to thirty (30) pounds.

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**Position Type / Expected Hours of Work**

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

**Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

**Required Education and Experience**

1. High School Diploma or equivalent.
2. One (1) year of clerical or customer service experience.

**Preferred Education and Experience**

1. Strong preference may be given to applicants who are bilingual in English and Spanish.
2. Preference may be given to applicants with additional years of clerical or customer service work experience.
3. Preference may be given to applicants who have a documented typing speed at or above the rate of thirty (30) WPM net.

**Additional Eligibility Qualifications**

1. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

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**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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