

Position Description

Job Title:	User Systems Support (USS) Clerical Associate	Revision Date:	
Department:	Philadelphia Parks & Recreation	Hiring Manager:	IT Director
Salary:	\$18.00/hour	Application deadline:	Open until Filled
Position Type	Temporary/Seasonal Employment Nine (9) Months in Duration		

Overview of City of Philadelphia

With a workforce of over 30,000 people, and opportunities in more than 1,000 different job categories, the City of Philadelphia is the fifth largest city in the United States and one of the largest employers in Southeastern Pennsylvania. As an employer, the City of Philadelphia operates through the guiding principles of service, integrity, respect, accountability, collaboration, diversity and inclusion. Through these principles, we strive to effectively deliver services, to resolve the challenges facing our city, and to make Philadelphia a place where all of our residents have the opportunity to reach their potential.

Agency Description

Philadelphia Parks & Recreation (PPR) advances the prosperity of the city and the progress of her people through intentional and sustained stewardship of over 10,200 acres of public land and waterways as well as through hundreds of safe, stimulating recreation, environmental, and cultural centers. PPR promotes the well-being and growth of the City's residents by connecting them to the natural world around them, to each other, and to fun, physical, and social opportunities. PPR is responsible for the upkeep of historically significant Philadelphia events and specialty venues, and works collaboratively with communities and organizations in leading capital projects and the introduction of inventive programming. To learn more about Philadelphia Parks & Recreation, visit us at www.phila.gov/parksandrec, and follow @philaparkandrec on Facebook, Twitter, Instagram, or Tumblr.

Position Summary

The User Systems Support (USS) Clerical Associate supports help desk staff and business activities, that allow the team to be most efficient and effective when supporting customers. The USS Clerical Associate, will be responsible for successful delivery and management of the following daily job tasks:

- Management of individual help desk ticket assignments.
- Resolution of support requests, and other tasks as assigned by the IT Director.
- Documentation of policies and procedures which drive the workflow and processes.
- Ad hoc tasks and assignments given by the IT Director

This position reports to, the IT Director.

Responsibilities

The USS Clerical Associate will:

- Assist with running reports from the ticketing system.
- Attend all meetings with the IT Director to take notes and document next steps.
- Assist Clerical Secretary with scheduling meetings.
- Assist with inventory management of computers, peripherals, and hotspots.
- Be required and able to perform data entry, alteration, retrieval and considerable manipulation of data and data formats utilizing word processing software and computerized applications.
- Types short narratives such as memos.
- Performs related work as required.
- Be flexible with daily tasks priorities.

Competencies, Knowledge, Skills and Abilities

- Agency procedures and routines related to assigned work.
- General clerical procedures and routines.
- Computer data entry and retrieval procedures.
- The basic procedures for opening and closing software applications, working with files and folders to manage documents, and using various Windows applications.
- Business English grammar, spelling, punctuation, business formats and diction.
- The uses and capacities of assigned word processing software program and a personal computer.
- Must be proficient with a computer or laptop keyboard.
- Must be able to follow verbal and written instructions.

Qualifications (Education and Experience)

- Two (2) years of experience performing clerical processing tasks.
- Must understand Microsoft Excel.
- Ability to perform data entry.



Additional Information

- Successful candidates must be a city of Philadelphia resident as a condition of employment
- Interested candidates must submit a resume and cover letter to PPR_IT@phila.gov
- The City of Philadelphia is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status. If you believe you were discriminated against, call the Philadelphia Commission on Human Relations at 215-686-4670 or send an email to faqpchr@phila.gov. For more information, go to: Human Relations Website:
<http://www.phila.gov/humanrelations/Pages/default.aspx>