

DATE POSTED: June 25, 2019
CLOSING DATE: July 02, 2019 – 5:00 P.M.

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Job Announcement

The following Temporary Full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an IT&E employment application form to the Human Resource Office no later than the posted closing date above.

JOB TITLE: GENERAL OFFICE CLERK
DEPARTMENT: YELLOW PAGES INK
LOCATION: GUAM
SALARY LEVEL: 1A
STARTING SALARY: \$8.25 PER HOUR (negotiable based on experience)
FLSA STATUS: NON-EXEMPT
JOB POSTING #: #7324 / #G-56-2019-06

Job Summary:

The General Office Clerk assists in organizing and implementing all administrative functions and requirements for the Yellow Pages Ink. Duties include, but are not limited to receiving clients, answering questions, resolving basic complaints, answering telephone calls, typing, posting payments, maintaining administrative files. The position is expected to carry out assignments through to completion with necessary guidance and supervision.

Essential Duties and Responsibilities:

The Employee will:

1. Know and uphold the established IT&E mission, policies and procedures, IT&E and department objectives, quality assurance and safety programs and standards.
2. Greet customers, employees, and other individuals either by phone or in person; answer questions, disseminate or explain information, and address or refer complaints to appropriate individuals
3. Collect information, organize and compile documents utilizing desktop computer, Microsoft Office software, photocopier, scanner, and/or facsimile machines.
4. Manage of copy sheets submitted by the Business Account Manager, proof sheets and advertisement approval.
5. Assist in managing database of updated phone listings; verifying telephone numbers.

6. Receive and handle incoming mail or correspondences
7. File documents in appropriate files
8. Input data and prepare spreadsheets
9. Maintain accurate records and documentation of work, spares and inventory of resources.
10. Provide assistance to other department, vendors and contractor as needed, as directed by Supervisor.
11. Perform other related duties or tasks as assigned or required.

Minimum Qualification Requirements:

Education: High School diploma or equivalent.

Work Experience: At least six months of clerical work-related experience.

Licensure/Certification/Professional Association:

None required

Knowledge, Skills and Abilities:

1. Knowledge of:
 - a. Basic principles and practices of office administration, communications, telephone and customer service etiquette
 - b. Alphabetization and numerical orders
 - c. Computer systems, software applications such as Microsoft programs – Excel, Word, PowerPoint, etc.
2. Skills in:
 - a. Using personal computer hardware and Microsoft software programs to include MS Excel, Access, MS Outlook and Word
 - b. Accurate data entry.
3. Ability to:
 - a. Communicate clearly, concisely and accurately with all levels of staff and customers, both verbally and in writing
 - b. Perform in a self-directed, hard-working, creative and forward-thinking manner
 - c. Make logical and sound decisions when working with other employees, customers and clients and performing administrative tasks

As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.

IT&E is a Drug Free Workplace