

# PORT OF LONGVIEW

## POSITION OUTLINE

**POSITION TITLE:** Courier/Clerk  
**DEPARTMENT:** Finance and Administration  
**INCUMBENT:** Vacant  
**SUPERVISOR:** Director of Finance and Administration

### **POSITION OVERVIEW**

This position provides courier services, a broad range of clerical support, and reception functions contributing to the overall effectiveness of the organization. It is a part-time, hourly, entry-level position.

### **REPORTING RELATIONSHIPS**

This position reports to the Director of Finance and Administration along with the Purchasing Manager, the Accounts Payable Manager, the General Ledger Specialist/Human Resource Manager/Auditing Officer, the Payroll Specialist and Receptionist. No employees report to this position.

### **QUALIFICATIONS**

1. Education: High School Graduate or GED.
2. Experience: One year of administrative support and/or courier duties.
3. Certifications and Licenses: Valid State driver's license; good driving record.
4. Equipment Used: Motor vehicle, computer and related software, computer printers, calculator, fax machine, copier/scanner, postage meter and multi-line telephone system.
5. Basic working understanding of the organization's personnel and terminology.
6. Knowledge of basic English composition, spelling, punctuation and mathematics.
7. Ability to communicate effectively and maintain effective working relationships with staff and customers/vendors.
8. Ability to perform routine work procedures.
9. Ability to arrive at work on scheduled days and in a timely manner; reliability is essential.

### **ESSENTIAL JOB FUNCTIONS**

#### **PHYSICAL:**

This position requires daily driving. It may require some light lifting. Clerical duties will be performed in the office.

**MENTAL:**

The incumbent must be capable of working closely and cooperatively with employees throughout the organization as well as contacts outside the Port. The incumbent must have a good sense of direction, be capable of balancing multiple tasks simultaneously and establishing priorities.

**JOB DUTY OUTLINE**

- I. Courier. (55%)
  - A. Daily delivery and pickup of mail at Longview post office.
  - B. Delivery and pickup of documents to County Administration Building as necessary.
  - C. Pickup and/or delivery of parts or other items as required by various departments.
  
- II. Administrative Support and Miscellaneous Duties. (25%)
  - A. Assist Port employees with various clerical duties as requested.
  - B. File data and perform other routine clerical tasks as assigned.
  - C. Operate the postage meter when there is large volume of outgoing mail.
  - D. Fax, copy, scan and assemble documents and reports.
  - E. Assist with maintaining storage areas and archiving Port documents.
  - F. Special projects.
  
- III. Telephone. (15%)
  - A. Daily backup duties on switchboard.
  - B. Answer questions
    - 1. Determine the need of the caller.
    - 2. Respond to routine questions.
    - 3. Provide general information.
    - 4. Forward to staff if unable to respond to a question.
  - C. Take messages
    - 1. Accurate messages.
    - 2. Prompt distribution of messages.
  - D. Route calls
    - 1. Maintain awareness of staff availability.
    - 2. Knowledge of staff member responsibilities.
    - 3. Shield staff from unnecessary calls by responding to routine questions.
    - 4. Forward calls to the proper staff member.
  
- IV. Reception/Customer Service Counter. (5%)
  - A. Greet visitors and answer questions
    - 1. Determine the need of the visitor.
    - 2. Respond to routine questions
    - 3. Call or direct the visitor to the proper staff member.
  - B. Assist visitors as appropriate.

- V. Service Objective - Responsibilities to Citizens and Taxpayers.
  - A. Courteous and respectful.
  - B. Responsive to citizen requests.
  - C. Cost effective use of the organization's resources
  
- VI. Supportive Work Environment.
  - A. Treat other employees with respect.
  - B. Support a positive work environment.
  - C. Communications.
    - 1. Keep others informed of work issues and programs by maintaining quality communications.
    - 2. Work to resolve issues of conflicting personalities and needs.
  
- VII. Organization Improvement.
  - A. Commitment to a philosophy of quality.
  - B. Display initiative to resolve problems, capitalize on opportunities in the job and assist other employees when possible.
  - C. Cost-effective use of the organization's resources.

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, in response to peak work periods or otherwise to balance the workload.