

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼**  
**HUMAN RESOURCES ENTERPRISE**  
**UTILITY OFFICE WORKER**

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**DEFINITION**

Under immediate supervision, performs routine and repetitive duplicating, messenger, mail, typing and/or clerical tasks requiring the exercise of limited judgment; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Learns to: open, time stamp, sort, collect, and seal outgoing mail; and deliver mail to post office.

Learns to: deliver messages, documents, packages and other items to offices or departments; receive incoming supplies and materials and check receipts against forms, lists and similar records and report discrepancies; sort material into established categories, place materials in stock and assist in taking physical inventories.

Learns to: maintain files of forms, reports and other materials; file material alphabetically, numerically or by other predetermined classification and add new material as directed; assist in proofreading various materials; repeat computations performed by other employees as a check on their accuracy; do incidental typing where accuracy rather than speed is essential and type and fill in form letters, cards, folders and face sheets.

Learns to: answer the telephone, take messages and route information as directed; operate noncomplex equipment such as copier, mimeograph, collator, folder, addressograph and microfilm reader; clean and assist in making minor adjustments to duplicating equipment.

May perform incidental custodial duties in the office area.

**COMPETENCIES REQUIRED**

Ability to read, write and speak English.

Ability to follow oral and written instructions.

Ability to maintain routine records.

Ability to perform the work as demonstrated by successful performance through the probationary period.

Ability to apply personal work attitudes such as honesty, responsibility and trustworthiness required to be a productive employee.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, and cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, and group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

**EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

No specific education or experience is required.

Effective Date: 11/11 BR