



CLERK 2

FUNCTIONAL DEFINITION:

This is varied clerical work involving moderately complex work methods and problems. An employee in this class performs a wide variety of clerical functions which require the application of independent judgment and the interpretation of policies and regulations on the basis of training or knowledge gained through experience on the job. Decisions made are limited by established precedent and departmental policy. Supervision may be exercised regularly over other employees assisting in routine details. Work may include the incidental operation of standard office equipment or responsible contacts with the public. Advice and assistance are available when unusual or difficult matters arise. Work is generally reviewed by a supervisor through an observation or operations.

EXAMPLES OF WORK PERFORMED:

- Assigns, instructs and supervises a small group of clerical subordinates performing routine operations
- Supervises work production and flow in a central files, records management, or similar operating unit of moderate size; maintains more complex indexes and files
- Makes final checks for proper coding, classification, mathematical accuracy and compliance with procedures; posts invoices; vouchers, and other fiscal, statistical and administrative data; prepares routing correspondence; performs the more complex arithmetical and tabulating assignments
- Checks field reports on equipment operations for completeness and accuracy, transfer invoices, repair invoices, and equipment transfers; conducts routine correspondence with field personnel to adjust discrepancies
- Interviews persons seeking information; interprets procedures and departmental policies; assists the public in the preparation of forms and statements' receives and adjusts routine complaints
- Prepares routine narrative and other reports; reviews work activities and other reports and makes combined statistical tabulations of such activities as counseling interviews, job placements, employment trends, retail sales and motor vehicle traffic
- Operates a typewriter, other standard office equipment and a word processing program in a computer as required in the performance of clerical duties under conditions not demanding skilled operation of such equipment
- Performs related work as required

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Some knowledge of modern office practices, procedures and equipment
- Some knowledge of departmental rules, procedures and functions
- Ability to understand and carry out moderately complex oral and written instructions
- Ability to make relatively complex arithmetical computations and tabulations accurately and with reasonable speed
- Ability to make minor decisions on the basis of precedents and regulations and to apply them to work problems
- Ability to train, assign, supervise and review the work of subordinate employees
- Ability to prepare clear and concise oral and written reports
- Ability to establish and maintain effective working relationships with other employees and the general public

MINIMUM EXPERIENCE AND TRAINING:

One year of experience in clerical, typing, stenographic or secretarial work. One year of appropriate formal post high school training may be substituted for the required experience; or any equivalent combination of experience and training.