

**COMPETITIVE
BRACKET 9
0611
BRACKET 9X-RHA
9611**

CLERK II/TYPING (BILINGUAL/SPANISH)

DISTINGUISHING FEATURES OF THE CLASS: This is a clerical position involving the independent performance of higher level clerical tasks. Employees of this class may exercise supervision or guidance over a small number of clerks and may train these clerks in the procedures used for that section. Some customer service work will be performed in Spanish. Most translations will be oral, but the employee may occasionally write notes, prepare correspondence, or create forms or other documents in basic Spanish. General supervision is received from a higher level employee who is available to handle difficult technical or policy problems. Related work is performed as required.

TYPICAL WORK ACTIVITIES:

Prepares, types and maintains material such as correspondence or narrative reports using a personal computer;
Prepares and maintains alphabetical, numerical or personnel files;
Copies, sorts, distributes and files materials in a manual filing system;
Obtains and gives out information in documents, records and files;
Checks a variety of financial and statistical records and reports for accuracy and completeness;
Enters information onto standard forms electronically (computer) and manually (typewriter) such as payroll or production records, authorization, certification, etc.;
Answers routine questions by phone and in person;
Performs Spanish-English and English-Spanish oral translations to provide information to Spanish-speaking customers;
Schedules meetings and assembles material;
May supervise or guide subordinates in the performance of their duties;
May train subordinates in the procedures and functions of the section.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of office terminology, practices, procedures, routines and equipment;
Knowledge of business arithmetic and standard English;
Knowledge of the techniques involved in record keeping and establishing and maintaining a filing system;
Knowledge of word processing;
Ability to use a personal computer;
Ability to conduct searches for information from various sources;
Ability to work with forms;
Ability to prepare reports from numerical and written data;
Ability to understand and carry out complex oral and written instructions;
Ability to express oneself clearly;
Ability to speak Spanish and make English-Spanish oral translations while performing customer service tasks;

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ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (Continued):

Ability to readily acquire familiarity with departmental organization, functions, laws and policies and regulations;

Ability to deal with the public;

Ability to solve complex clerical problems.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

All the Entry Level KSA's PLUS

Knowledge of department policies and procedures.

MINIMUM QUALIFICATIONS:

I. Associates degree in secretarial science or office technology **AND** one year of full time clerical experience (or its part-time equivalent) which included entering data into a personal computer.

OR

II. High school diploma or G.E.D. **AND** three (3) years of full time clerical experience (or its part-time equivalent) which included entering data into a personal computer.

ADOPTED: MARCH 11, 1999

REVISED: NOVEMBER 18, 2004

REVISED: NOVEMBER 20, 2014