

## CLERK II/BILINGUAL

**DISTINGUISHING FEATURES OF THE CLASS:** This is clerical work involving the independent performance of higher-level clerical tasks which may include contact with the public or handling of funds. Assignments given to employees in this class involve little or no typing. The work is performed in accordance with general instructions regarding objectives, policies and procedures. The work is not subject to detailed or immediate review and is usually in its completed form. Employees of this class may exercise supervision or guidance over a small number of clerks and may train a small number of clerks in the procedures used for that section. General supervision is received from a higher-level employee who is available to handle more difficult or technical problems. Clerk II/Bilingual differs from Clerk II in the necessity to speak and understand Spanish and/or any other language. Performs related work as required.

**TYPICAL WORK ACTIVITIES:**

Enters information onto standard forms such as payroll or production records, authorizations and certifications.

Maintains records of monetary, budgetary or similar transactions.

Compiles summaries and reports.

Prepares and maintains written communications such as memos, reports, and related tables, listings and charts that require familiarity with section procedures and policies.

Prepares and maintains alphabetical and numerical files.

Searches files, records and references for information.

Prepares written documents, certifications, authorizations, and forms.

Obtains and gives out information by telephone, correspondence, or in person.

Provides routine and complex information in English or Spanish and/or any other language over the telephone and in person to individuals.

May supervise, guide, or train subordinates in the performance of their duties.

May compute interest, taxes and price extensions.

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of office practices, terminology, procedures, and methods.

Knowledge of business math and business English.

Knowledge of the techniques involved in record keeping.

Knowledge of the techniques involved in establishing and maintaining a filing system.

Ability to understand and to speak English and Spanish.

Ability to translate from Spanish to English and from English to Spanish.

Ability to conduct searches for information from various sources.

Ability to prepare written communications.

Ability to work with forms.

Ability to complete standardized reports.

Ability to understand and carry out complex oral and written instructions.

Ability to express oneself clearly.

Ability to readily acquire familiarity with departmental organization, functions, laws, 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's policies and procedures.

**MINIMUM QUALIFICATIONS:**

High School diploma or Equivalent, PLUS

I. Associate's degree in business management, secretarial science, office technology, or closely related field, AND one (1) year of full-time clerical experience (or its part time equivalent).

**OR**

II. Three (3) years of full-time clerical experience (or its part time equivalent).

ADOPTED: FEBRUARY 26, 2004  
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