

COMPETITIVE

CLERK II/ TYPING

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 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 difficult technical or policy problems. Performs related work 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 such as payroll or production records, authorization, certification, etc.;
- Answers routine questions by phone and in person;
- 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 math and business 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 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:

High school diploma or Equivalent, AND

- I. Associates 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) which included entering data into a personal computer.

OR

- II. Three (3) years of full time clerical experience (or its part-time equivalent) which included entering data into a personal computer.

REVISED: SEPTEMBER 18, 1997

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