

CLERK II Confidential

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. Performs related work as required.

TYPICAL WORK ACTIVITIES:

- Enters information onto standard forms such as payroll or production records, authorizations and certifications;
- Maintains files, written documents or financial records;
- Compiles summaries and reports;
- Enters data into a personal computer;
- 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; Confidential Confidential
- Obtains and gives out information by telephone, correspondence, or in person;
- May schedule meetings;
- May supervise, guide, or train subordinates in the performance of their duties;
- May compute interest, taxes and price extensions;

***Rochester Housing Authority/Compliance Department**

- Process, prepare and disperse all incoming and outgoing mail, including postage calculation, packaging, and delivery coordination. This includes packages to and from services such as United Parcel Service, Federal Express, and overnight delivery;
- Weighs mail and affixes postage either by hand or with applicable meter equipment;
- Prepares mailings by folding items and inserting them into envelopes or operating automated equipment;
- Disperses incoming correspondence to appropriate departments;
- Assist in the development and implementation of mail room procedures to improve efficiency;
- Collaborate with other departments to facilitate smooth communication and mail handling;
- Perform regular audits of mail room supplies and request replenishment as necessary;
- Archive, scan, and maintain compliance files, ensuring they are organized and easily retrievable;
- Maintain the electronic library of RHA policies and procedures, ensuring all documents are current and accessible.
- Compile and analyze data while preparing and verifying the completeness and accuracy of records and reports.
- Enter information both electronically and manually on standard forms, including invoices, contracts, compliance records, etc.
- Provide support in other administrative duties as needed.

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;

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES continued:

- Ability to use a personal computer;
- Ability to organize and deal with varied workloads;
- Ability to conduct searches for information from various sources;
- Ability to prepare written communication;
- Ability to work with forms either hardcopy or electronically;
- Ability to complete standardized reports either hardcopy or electronically;
- 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 perform arithmetic computations;
- Ability to meet deadlines;
- Ability to solve complex clerical problems.

*****Rochester Housing Authority/Compliance Department***

- Ability to operate and maintain a variety of mail room equipment (e.g., folding machine, burster machine, inserting machine, decollator machine, postage meter machine);
- Ability to read and interpret rules, regulations and procedures;
- Ability to lift up to 50 pounds.

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, PLUS

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

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

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