



CLERK 3

Job Code: 113BOE (12 Month) &
113ABE (10 Month)
Bargaining Unit: 01
Effective Date: 12/2/1996

Description of Work

General Statement of Duties

Performs skilled clerical work of a complex nature requiring the exercise of independent judgment; and performs other related duties as required. (Where applicable, the incumbent shall be required to type at the Clerk-Typist 2 level.)

Supervision Received

Works under the general supervision of a unit, division, or department head.

Supervision Exercised

May exercise within a unit close, moderate, or technical supervision over lower level clerical staff.

Typical Duties Performed

The listed examples may not include all the duties performed by all positions in this class.

Directs the independent function of a phase of a clerical operation including supervision of assigned staff, preparation of correspondence, and decision making in accordance with well-established rules, policies and procedures.

Assigns, trains, supervises and reviews the work of assigned staff.

Reviews correspondence, reports, documents, memoranda and files for completeness and accuracy.

Receives visitors and answers the telephone; determines nature of business, directs individuals to appropriate staff, searches files and supplies information, or answers questions where a considerable knowledge of the operation is necessary.

Processes routine complaints and inquiries by explanation of office policies and procedures, verification of records, correction of records, or referral to higher authority.

Organizes, compiles and maintains complete records and files of a complex and responsible nature; assembles diverse reports, statistics or surveys.

Processes all paperwork and documentation needed in support of an operation; ensures completeness, accuracy and proper authorization; copies or fills out legal forms without supervision.

Compiles, computes and codes data for reports requiring judgment as to content.

Prepares, audits and maintains personnel/payroll records and other time-related records.

Issues permits or licenses, calculates and collects fees which require a knowledge of departmental rules and policies.

CLERK 3

Typical Duties Performed (continued)

Types and/or word processes letters, narrative and statistical reports, schedules, lists, forms, cards, labels, envelopes and other related materials according to general guidelines.

Prepares, types and/or word processes routine correspondence according to established guidelines and procedures; develops basic spreadsheets.

Operates a computer to enter data, maintain files, generate reports and access information.

Operates office equipment including a microcomputer, typewriter, calculator, adding machine, copy and check-writing machines.

Requisitions supplies and approves bills for payment.

Knowledge, Skills, and Abilities

Considerable knowledge of modern office practices and procedures.

Considerable knowledge of the policies, procedures and services of the organization.

Considerable knowledge of grammar, spelling and punctuation.

Working knowledge of software packages, including word processing, spreadsheet and data base software.

Working skill in typing and/or word processing.

Considerable ability to organize and maintain computerized and/or manual records and files.

Considerable ability to work with detailed information accurately.

Considerable ability to follow complex oral and written instructions.

Considerable ability to communicate effectively, both orally and in writing.

Considerable ability to interact effectively with employees in other units of the organization, other departments, management, outside agencies and/or the general public.

Working ability to make arithmetic computations with speed and accuracy.

Working ability to supervise the work of others.

Working ability to operate modern office equipment.

Minimum Qualifications

High school diploma or GED certificate and four years of clerical experience, at least two years of which must have been as a Clerk 2, Clerk-Typist 2, Clerk-Stenographer 2, or equivalent. (Where applicable, the incumbent shall be required to type at the Clerk-Typist 2 level.)