

CLERK

Distinguishing Features of the Class: This is an entry level class involving the performance of a variety of systematized clerical tasks. The class is distinguished from a Senior Clerk who performs more difficult and complex clerical tasks which require knowledge of specific program areas and the application of judgement and discretion in selecting a course of action. Positions in this class are supervised by a higher level position by personal observation, review of work in progress or upon completion, and of production records and reports. Supervisory assistance is available with instructions given for new or unusual assignments and procedures. A clerk has no supervisory responsibilities but may assist the supervisor in the on-the-job training of a new clerk in a specific clerical task. The incumbent does related work as required.

Typical Work Activities:

- Reviews documents for accuracy and completeness according to procedures and instructions;
- Sorts large volume production work such as applications and various printed material and official documents into sets of predetermined arrangement and number and assigns sequential numbers to each set;
- Receives incoming unit mail, date stamps and routes to appropriate individual or location for action;
- Prepares folders on individual program cases with appropriate documentation per established system;
- Issues notifications to affected individuals on specific agency program actions per established procedures;
- Codes various transactions for computer input from source documents per established coding system;
- Makes computations following prescribed steps using the four basic arithmetic functions;
- Checks arithmetic accuracy of certain calculations;
- Posts receipt of payments for various routine program activities to individual accounts;
- Compares computer printouts with other records for discrepancies, checks source documents to identify cause of error and notes appropriate corrective action for supervisor;
- Obtains and confirms routine data by telephone or form letter and posts results;
- Searches for and/or compiles pertinent information and data; uses a data entry terminal keyboard and a visual screen to enter and retrieve pertinent data from computer files;
- Logs receipt of various documents, applications and forms;
- Alphabetizes folders, addressograph plates and other records;
- Maintains a files of unit correspondence, various transactions, records, and related materials;

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- Answers routine factual telephone inquiries and/or refers callers to appropriate office of individual;
- Makes entries on control cards from original sources;
- Prepares routine forms and correspondence in response to inquiries;
- Orally provides information to individual members of the public on procedural requirements for various routine program transactions;
- Answers questions from individual members of the public while performing work at a counter or information station;
- May use a standard typewriter keyboard to type correspondence, records and other written materials.

Full Performance Knowledges, Skills, Abilities and Personal Characteristics:

- Working knowledge of office terminology, procedures and equipment;
- Working knowledge of basic arithmetic functions of addition, subtraction, multiplication and division;
- Ability to follow oral and written directions;
- Ability to understand and use common office record-keeping and filing systems and processes;
- Ability to perform clerical operations with numbers and letters;
- Ability to perform common office record-keeping tasks;
- Ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer;
- Ability to perform close detail work involving considerable visual effort and strain;
- Accuracy;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications: EITHER:

(A) Graduation from high school or possession of a high school equivalency diploma; **OR**

(B) One year of clerical experience.

03/08/95

04/19/99 Retyped

CLASS: COMPETITIVE