

## GENERAL CLERK II

### NATURE AND VARIETY OF WORK

This is full performance level of clerical work involving a number of simple to the more difficult and diverse processes which may include: alphabetizing, filing, tabulating, coding, sorting, telephone/reception duties, typing, processing routine records, and key entering and retrieving data. Work assignments are usually routine in nature and are performed in accordance with established policies and procedures under general supervision. Work is evaluated in terms of quality, quantity and accuracy. Incumbents may be required to work a rotating shift.

### EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Makes data entries on a variety of records and related documents.

Codes, key enters, retrieves and updates data in automated computer systems; may be required to perform routine typing assignments.

Extracts, compiles and tabulates data from records and makes routine periodic reports.

Assists with the computation of charges for services and prepares expense distribution forms.

Assists in maintaining files of correspondence, forms, receipts, and other material.

Sorts and distributes computerized reports and other related material.

Processes mail using automated electronic mail system.

Maintains logs of incoming/outgoing mail, reports and related documents.

Answers and records telephone inquiries including emergency calls and complaints and takes appropriate action.

Greets and assists office visitors.

Receives service requests and routes them to the appropriate official for response.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

#### REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Some knowledge of the practices and procedures normally encountered in a modern office setting.

Some knowledge of office English and business arithmetic.

Ability to learn the operating rules and procedures of assigned office.

Ability to read, understand and follow oral and written instructions.

Ability to establish and maintain good working relationships with co-workers and the general public.

Ability to type/key enter data.

Ability to work under stress of deadlines and occasional intense office situations.

#### MINIMUM QUALIFICATIONS

Satisfactory completion of probationary period as General Clerk I; or high school diploma or G.E.D. certificate plus six (6) months of experience performing routine clerical assignments. Any equivalent combination of relevant education, training and experience will also be accepted.

#### EXAMINATION

Applicants may be required to pass written, performance or other tests.

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