

GENERAL CLERK III

NATURE AND VARIETY OR WORK

This is advance level technical work involving progressively more difficult and diverse clerical processes than those at the II level. Work is performed independently under general supervision, within a framework of established policies, procedures and regulations. Work performance is evaluated in terms of quantity, quality and accuracy. Incumbents must maintain an awareness of information which is confidential and be responsible for what data may or may not be released. Employees in this class may be required to work a rotating shift.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Verifies and makes data entries on a variety of records and related reports.

Compiles and reviews statistical and related data from records and prepares reports for use by management.

Gathers data, computes charges for services, and prepares expense distribution forms.

Prepares documents for filing; establishes and maintains files.

Sorts and distributes computerized reports and other related materials ensuring that such information is appropriately processed.

Develops and maintains logs of incoming/outgoing reports/projects.

Answers and records telephone inquiries/complaints concerning assigned programs and responds to callers giving specific information determining what data may/may not be released.

Greets and assists office visitors; answers technical questions and makes appropriate referrals.

Receives service requests and ensures that they are properly routed to the appropriate official for response.

Establishes accounts and maintains record of such accounts including processing deposits, posting transactions to account cards and to cash log books.

Opens and distributes mail.

May be required to provide technical advice and guidance to subordinate employees.

May interpret, read, code, key enter, verify, cancel, and review data using computer terminals.

Checks for proper coding, classification, mathematical accuracy, and compliance with procedures.

May perform limited typing of reports, correspondence, forms, records, and related materials.

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

Good knowledge of applicable office procedures.

Good knowledge of computerized information systems; and the ability to work a computer terminal in those positions for which it is required.

Ability to communicate both orally and in writing.

Ability to type accurately at an acceptable rate of speed in those positions for which this skill is required.

Ability to act independently and to recognize situations which require referral to a higher authority.

Ability to perform work involving written or numeric data.

Ability to understand and follow oral and written instructions.

MINIMUM QUALIFICATIONS

Must have experience at the General Clerk II level equal to the length of the probationary period; or, high school diploma or G.E.D. certificate plus six (6) months of varied clerical experience. 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.

CREATED: 9/74

REVISED: 10/88