

SUPERVISORY CLERK

NATURE AND VARIETY OF WORK

This is supervisory work involving the mastery of diverse clerical processes. Incumbents in this class plan, organize, schedule, staff and control the work of subordinate clerical personnel and resolve the most complex inquiries and problems relating to the assigned function. Incumbents work under general supervision using considerable independent judgment within a framework of established policies and procedures. Work is evaluated in terms of the quality and quantity of production.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Exercises the full range of supervisory duties and responsibilities over subordinate clerical personnel as defined in Personnel Law Section 16-102(59).

Supervises the collection of information received by telephone, reports, etc., and ensures proper data entry and processing of such information.

Ensures the proper classification of gathered information in such areas as type of structure, property value, victim data, special studies, etc.

Reviews operational procedures and policies to ensure the efficiency of the area to which assigned.

Conducts audits of reports and data entry methods to check for accuracy and compliance with established standards, policies, and procedures.

Ensures timely filing of materials and maintenance of accurate and retrievable files; installs and supervises the maintenance of coding and other controls.

Prepares management reports from various files and sources reflecting status of projects or other information.

Evaluates correspondence and responds in a manner consistent with the authority delegated to the position.

Develops training courses and instructs new employees in the use of equipment operated within the assigned area.

Evaluates supply needs and ensures proper inventory maintenance.

Maintains effective office supply inventory.

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

Thorough knowledge of standard formats for data entry and the preparation of management information.

Thorough knowledge of applicable computerized information systems.

Thorough knowledge of departmental/office practices, procedures, and policies.

Thorough knowledge of methods of coding and classifying information from offense reports.

Thorough knowledge of modern office practices and procedures.

Thorough knowledge of business arithmetic, business English, and common business and memoranda forms.

Thorough knowledge of records systems and procedures.

Ability to train and supervise personnel in a manner conducive to good work performance.

Ability to prepare accurate management reports.

Ability to use initiative and independent judgment to carry out Departmental policy and procedure, particularly in emergency or stressful situations.

Ability to supervise subordinate clerical personnel in a manner conducive to good work performance.

MINIMUM QUALIFICATIONS

Must have experience at the General Clerk IV level equal to the length of the probationary period; or, one (1) year of advanced secretarial/business training which included

coursework in computer data entry plus one (1) year of advanced clerical work experience involving public contact, computer data entry and responsibility for training and guiding subordinate employees. 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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