

## **SENIOR CLERK**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position involves the responsibility for the accurate performance of a variety of clerical tasks requiring a general understanding of specific laws, office rules or procedures, policies, and the exercise of independent judgment. This position differs from that of Clerk in that a greater amount of responsibility is assumed, either in the form of supervision or as a result of the complexity of the work done. Work is usually performed under direct supervision. Supervision may be exercised over subordinate personnel.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Initiates routine correspondence on matters where policies and procedures are well defined;
2. Checks reports and records for clerical accuracy, completeness and proper extensions;
3. Researches, gathers and summarizes statistical data and other information; furnishes and transmits same to other units, departments, agencies, vendors and the general public as needed;
4. Receives calls and callers and provides information and assistance related to unit, department or agency activities;
5. Prepares and maintains a variety of records and reports;
6. Processes, sorts, indexes, records and files a variety of records and reports, and may supervise the procedure;
7. Requisitions and checks the receipt of supplies and equipment;
8. May assign and review work of subordinate clerical personnel;
9. May enter data into terminal from forms and printed copy.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of office practices necessary for interacting with staff and the public, processing workflow, and filing and retrieving information;

Knowledge of arithmetic to verify calculations and to report on work activities;

Skill in operating office automation equipment to produce work accurately and efficiently;

Ability to learn computer operations and appropriate software in order to produce simple letters, complete forms, and view and enter information;

Ability to maintain satisfactory working relationships with others, including the public;

Ability to understand and follow complex oral and written directions;

Ability to organize, maintain and extrapolate information from records;

Ability to supervise the work of others;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

