

## **CLERK (SPANISH SPEAKING)**

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

This position provides basic clerical support and is found in a variety of units across offices and departments. Within each unit, employees will learn specific procedures for their particular office activity; however, an employee would not be expected or required to have this knowledge prior to employment. This position performs routine duties which may include: filing within an established file system; looking up information in manual and/or automated systems; transposing and verifying information; photocopying; courier duties; light typing; taking messages; and keeping activity records. In addition, this position serves as a Spanish translator for the department. Positions in this title differ from the classification of Program Assistant and Office Assistant because this class is more limited in scope of duties and degree of judgment. Program Assistants interact with clients and the public to explain and process learned departmental procedures and paperwork. Office Assistants specialize in the performance of word processing and receptionist duties. Initially, employees' work will be directly reviewed and supervised to be sure employee is learning and applying the rules and procedures of the office. As job familiarity increases, employees will have leeway for completing work assignments independently under the prescribed procedures. Work will be more closely monitored when it involves procedural changes. This position may direct the work of aides, interns and temporary employees.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Locates and pulls files and charts and refiles same;
2. Files material in charts, case records, etc., in accordance with established departmental regulations;
3. Opens and closes files according to established procedures, ensuring that all necessary forms are included to complete file, all appropriate signatures are on forms and all papers are in proper order within file;
4. Assigns sequential numbers to vouchers, records, vendor lists, etc., and keeps master lists of same;
5. Inputs information in the computer and retrieves, as necessary, by name, number, etc.; runs printouts of same;
6. Reviews and checks information from computer printouts and worksheets and transfers information to other forms, i.e., vouchers, claim forms, purchase orders;
7. Compares paperwork such as vouchers, claim forms, and bills to source documents for accuracy and completeness; pulls incomplete and erroneous forms to be redone;
8. Checks arithmetic (e.g., addition, multiplication) on vouchers and corrects as necessary;
9. Answers phones, takes messages and provides basic information such as business hours, name of worker; relieves switchboard operator and schedules appointments according to standard procedures;
10. Keeps totals on unit activity i.e., number of appointments, categorized by type;
11. Photocopies and collates a variety of records;
12. Types memos, letters, and forms from information supplied by other staff;
13. Orders office supplies and forms through designated departmental staff;
14. Accepts fees, issues receipts, records and totals amount of money received;
15. Sorts and delivers mail; tabulates and tracks postage;

**CLERK (SPANISH SPEAKING)** (Cont'd)

**TYPICAL WORK ACTIVITIES:** (Cont'd)

16. Serves as courier to other governmental offices, banks, etc.;
17. Operates a variety of office machinery such as copiers, fax machines, binders, electric staplers;
18. Translates written correspondence and conversations from English to Spanish and from Spanish to English;
19. May provide bilingual services in connection with departmental business in court or at other off-site locations as needed.

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

Knowledge of the rules for alphabetical and numerical filing;  
Knowledge of the filing procedures for specific unit in which employed;  
Knowledge of English necessary to respond to written and oral instructions and to answer inquiries for information;  
Knowledge of arithmetic to check addition and multiplication and to total numbers and dollar amounts;  
Ability to speak, understand, read and write vernacular Spanish;  
Ability to learn computer operations and appropriate software in order to produce simple letters, complete forms, and view and enter information;  
Ability to operate office equipment (copier, fax, switchboard, paper binding equipment);  
Ability to proof and verify large quantities of records and information accurately;  
Ability to provide directions to clients and the public;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position (in some positions may require prolonged standing and reaching to file and retrieve materials).

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma.

**SPECIAL REQUIREMENT:**

In addition to meeting the qualifications listed above, candidates must have the ability to speak, understand, read and write vernacular Spanish.

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