



CLERK 1

FUNCTIONAL DEFINITION:

This is routine clerical work of limited complexity and variety. An employee in this class performs standardized duties which follow well established methods and procedures. They receive instructions and close supervision on new assignments, although regular assignments may be performed more independently and some initiative and limited judgment may be utilized as experience is gained. Work may involve the operation of standard office equipment incidental to regular assignment, but under circumstances which do not necessitate previous vocational training in their use. Arithmetical or other checks for accuracy may be made upon the work of other employees, but direct supervision is not usually exercised over others. Work may include contacts with the public under conditions requiring the use of tact and initiative. All work is subject to close supervision and is reviewed by a superior for both content and accuracy.

EXAMPLES OF WORK PERFORMED:

- Receives, opens, sorts and distributes mail; operates a postage meter machine; computes and maintains records of postage expenses; maintains files of and distributes bulletins.
- Sorts and files correspondence and documents alphabetically, numerically or by other established classifications; removes material from the files upon request and keeps records of the movement of file materials
- Sorts, checks for completeness and mathematical accuracy, and posts invoices, vouchers and other fiscal and statistical records according to standard procedures
- Maintains time, payroll, inventory, and other operating records; makes simple arithmetical calculations; performs routine coding and tabulating of fiscal and statistical data
- Acts as a desk clerk or receptionist on routine matters such as directing individual to employment interviewers and checking files for previous registration; receives applications for birth certificates and checks records to ascertain existence of registration
- Operates a phone console with a limited number of trunk lines and extensions; receives and records telephone complaints; completes forms and routes complaints to proper authority for action
- Operates a typewriter, word processing program in a computer, regularly or in the performance of routine clerical operations where conditions of work require no previous training in their use
- Performs related work as required

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Some knowledge of good English use and grammar
- Ability to understand and follow oral and written instructions
- Ability to learn assigned clerical tasks readily and to adhere to prescribed departmental procedures
- Ability to make simple arithmetical computations and tabulations accurately and with reasonable speed
- Ability to establish and maintain effective working relationships with other employees and the general public

MINIMUM EXPERIENCE AND TRAINING:

Training and experience equivalent to three months of clerical work.