

SENIOR CLERK

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for the independent performance of standard clerical tasks and the use of computer software to enter and retrieve information. Specific duties vary with the needs of the department. Procedures are usually fixed but detailed instructions are given for new or difficult assignments. The work is performed under general supervision and an incumbent may train lower level clerical workers. The work of this class differs from that of Clerk by the complexity of work assignments and the independence of action. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides routine office information to vendors, sales representatives and agency personnel, assists other staff members in moderately complex recordkeeping procedures;

Maintains alphabetic, numeric and/or chronological files of correspondence, documents and materials by coding and filing new material, searching for requested material and periodically purging obsolete material;

Maintains a variety of records, which may include but are not limited to purchasing files, inventory, bid responses, requisitions, and budget code information for employee health, dental and life insurance programs as well as retirees' health insurance contributions;

Collects and prepares data for inclusion in department reports;

Reviews documents for accuracy, completeness, processes and conformity with established procedures and makes appropriate determinations;

Monitors agency record keeping system for proper maintenance (both manual and computerized);

Contacts by telephone and correspondence clients, vendors, and/or insurance carriers to obtain additional information or to update information;

Processes claims, verifies the accuracy of billing and researches the status of bills;

May operate a motor vehicle;

Answers telephone and takes messages or provides callers with general information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern office terminology, procedures, equipment and business

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English;

Good knowledge of the principles and practices of computerized records maintenance;

Good knowledge of modern methods used in record keeping;

Ability to organize and maintain accurate records and files;

Ability to analyze and organize data and prepare records and reports;

Ability to understand and interpret complicated oral instructions and/or written directions;

Ability to establish and maintain effective working relationships with others;

Ability to perform close, detail work involving considerable visual effort and concentration;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Two (2) years of clerical experience.