

CLERK

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for the performance of standard clerical tasks including the use of a personal computer and other office equipment. Specific duties vary with the needs of the department. Procedures are usually fixed but detailed instructions are given for new or difficult assignments. Work is reviewed by direct observation, checking completed work, periodic or spot checks, cross-checking or other steps in the clerical process. This position differs from Senior Clerk in that duties of a Clerk involve less complex operations than a Senior Clerk and tend to be routine in nature. Supervision over the work of others is not a responsibility of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives and organizes work to be processed and recorded;

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

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

Prepares, stores and retrieves lists and documents;

Updates and stores department forms on a computer using word processing software;

Orders office supplies and maintains inventory of supplies and equipment;

Sorts, date stamps and distributes mail and packages;

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;

Makes copies of letters, files and reports;

Schedules meetings and appointments;

May serve as a receptionist and greet clients and/or visitors;

May enter and retrieve information using computer database/spreadsheet software;

May collect fees and account for monies received;

May prepare and maintain time records and payroll data.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of modern office terminology, procedures, equipment and business English;

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

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

Ability to understand and follow oral and written instructions;

Ability to maintain neat and legible records;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: None.