

ASSOCIATE CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is highly responsible clerical and supervisory work, requiring mature office judgment and knowledge of policies, laws and regulations relating to the program/agency in which the position is located. Level of duties is similar to that of Principal Clerk, but duties are characterized by a higher degree of administrative responsibility and greater independence of judgment, reflecting the nature, character and impact of the decisions and public contact involved. Work is performed in coordination with an executive or high level official. Supervision may be exercised over other clerical employees. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides general administrative support services to ensure efficient operation of the department;
Responds to telephone calls and visitors, and handles independently or establishes priorities for submission to executive;
Makes decisions in handling non-routine situations, establishes appointments and schedules and generally relieves executive of office routine;
Assigns work to and supervises subordinate clerical staff, and may instruct new employees in detail in the specialized clerical work of the office;
Answers correspondence and composes letters for executive signature;
Maintains or supervises the maintenance of confidential and regular files;
Prepares and coordinates a variety of reports and statistical data;
Answers difficult questions related to the activities of the office and general questions relating to the agency as a whole;
Coordinates work activities and assists executive with general administrative duties;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of correct English usage; excellent verbal abilities; thorough knowledge of office procedures and terminology; thorough knowledge of administrative principles and practices; ability to prepare correspondence and reports from general instructions;

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ability to understand and carry out difficult oral and written instructions; ability to function in unstructured and volatile situations and to establish successful relations and communications with others; very high degree of tact and judgment.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a comparable diploma and five (5) years of office clerical or business experience, two (2) years of which shall have involved supervisory and/or non-routine duties.

PROMOTION:

One (1) year of permanent competitive class status as a Principal Clerk.

SUBSTITUTION NOTES:

1. Additional experience or academic, technical or vocational training may be substituted for the educational requirement on a year-for-year basis.
2. Post-secondary education may be substituted for up to two (2) years of the required experience on a year-for-year basis for business or secretarial curricula and on a two years-for-one year basis for any other curriculum.