

CLERK II (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Work involves performance of standardized clerical tasks and operation of office equipment in providing a variety of clerical support functions in a municipality, district, department or division. Specific duties vary depending on job assignments and place of service. This second-level position is distinguished from entry-level by difficulty of work assignments and level of independence in prioritizing and performing work assignments. Work involves processing documents and involves some exercise of judgment in evaluation of submitted data for compliance with established criteria. Frequent contact with the public is involved, and minimal typing may be required. Additionally, this position requires the ability to speak, write and understand Spanish as well as English. Work is performed under general supervision, unusual problems being referred to a supervisor before action is taken. Supervision over the work of others is typically not a responsibility. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Speaks, reads, writes and interprets Spanish language and Spanish language documents, as needed;
Acts as intermediary and interpreter for Spanish speaking clients and members of the public, as needed;
Answers telephone and personal inquiries and directs callers;
Places telephone calls to request and give routine information;
Acts as information clerk where a general knowledge of personnel organization, department activities and established practices are involved;
Opens, sorts and distributes mail;
Sorts, indexes and files materials alphabetically and numerically;
Provides requested forms, such as applications, informational brochures, or flyers, cards, etc., and answers routine questions for completing them;
Issues form letters and notices;
Checks, matches and assembles related data for further processing;
Maintains and distributes office supplies;
Operates duplicating, adding or other office machines;
May issue permits and licenses and collect money;
May maintain and balance simple accounts or record keeping entries;
May prepare simple statistical reports from assembled data;
May operate or relieve at telephone switchboard;
May perform incidental typing;
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:

Good knowledge of office terminology, procedures, routine and equipment; working knowledge of business arithmetic and English; ability to perform a minimal amount of typing; ability to understand and carry out moderately complex oral and written directions; ability to function independently in relatively unstructured situations; ability to speak English and Spanish fluently and to understand, read, write and translate both in English and Spanish; ability to meet and deal with the public effectively; accuracy; ability to write legibly; clerical aptitude; mental alertness; neat appearance; tact and courtesy.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma and one (1) year of clerical experience; or
- b) Three (3) years of clerical experience; or
- c) An equivalent combination of experience and training as described in a) and b) above.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for the required experience indicated above on the basis of thirty (30) college credits per year of experience.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT:

Fluency in understanding, speaking, reading, writing and translating Spanish and English.