

CLERK (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Work consists of routine tasks involving the performance of standardized clerical functions. As an employee gains experience in the work, more difficult tasks may be assigned, which require application of standard procedures to specific assignments. This position differs from Clerk in that incumbents must speak, write and understand both Spanish and English. The work is performed under direct supervision. Supervision of others is not a responsibility of position. Performs a 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;  
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:

Working knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; ability to speak English and Spanish fluently and to understand, read, write and translate both in English and Spanish; ability to follow oral and written instructions; ability to meet and deal with the public effectively; 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; or
- b) Two (2) years clerical experience.

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