

SENIOR CLERK (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is important clerical work, involving responsibility for the performance of various, often unrelated, clerical tasks. Work requires the exercise of independent judgment and a general understanding of department procedures and policies. 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 may be exercised over the work of clerical assistants. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Speaks, reads, writes and interprets Spanish language and Spanish language documents, as needed;  
Performs a variety of more difficult and complex clerical tasks;  
May assign work, records work done and instructs new employees in the clerical work of an office;  
Conducts correspondence on matters of general nature where the policies and procedures involved are well defined;  
Acts as information clerk where a general knowledge of personnel organization, department activities and established practices are involved;  
Maintains records and reports related to specific area of responsibility;  
Performs related duties in accordance with the department and/or division assigned;  
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; good 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 communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships; accuracy; resourcefulness; initiative; good judgment; tact; courtesy; neat appearance.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma and two years (2) of clerical experience; or
- b) Four (4) 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.