

SENIOR CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is important clerical work involving responsibility for the performance of a number of varied and often unrelated clerical tasks requiring the exercise of independent judgment and a general understanding of department procedures and policies. Work involves frequent contact with the public and may involve a minimal amount of typing. 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)

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 follow oral and written directions; supervisory ability; ability to meet and deal with the public effectively; clerical aptitude; mental alertness; good judgment; neat appearance; tact and courtesy.

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.