

SENIOR CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is difficult clerical work involving responsibility for performing a number of varied or unrelated clerical tasks which require the exercise of independent judgment and a general understanding of specific law, office rules, procedures and policies. Incumbents doing rather varied work may receive detailed instructions at the beginning of each new assignment while incumbents responsible for carrying out steps in a prescribed routine may receive only infrequent general instructions. In either case, unusual problems or situations not previously encountered, are referred to supervisors before action is taken. Work of employee is checked by the immediate supervisors or by another step in the clerical process. Direct supervision may be exercised over assigned lower grade employees. The Senior Clerk performs related work as required.

TYPICAL WORK ACTIVITIES:

Collects and compiles statistics and other related information;
Prepares and maintains a variety of statistical data dealing with employee fringe benefits;
Collects fees and accounts for monies received;
Computes tax exemptions for Veterans;
Prepares daily field sheets for use in assessment of properties;
Prepares reports for the Workers Compensation Board;
Conducts routine correspondence on matters where policies and procedures are well defined;
Checks reports and records for clerical accuracy, completeness and proper extension;
Processes, sorts, indexes, maintains records and files a variety of records and reports;
Answers telephone and gives out general information;
Occasionally operates photocopying, computing, calculating and other office machines;
Performs computer data entry and word processing functions.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; ability to understand and carry out oral and written directions; ability to deal effectively with the public; ability to get along well with others; ability to write legibly; clerical aptitude; mental alertness; accuracy; good judgment; neatness; tact and courtesy; integrity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two (2) years of office clerical experience;

NOTE: Additional education beyond high school graduation may be substituted for experience on a year-for-year basis up to one (1) year; at least one (1) year of appropriate experience is required.