

## **CLERK III**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves performance of responsible clerical work involving direct supervision over a moderate sized office staff or non-supervisory clerical work of a difficult, technical, and responsible nature. Work assignments develop from specific assignments by a superior and arise from routine office activities requiring specific action or decision by the incumbent. The incumbent is responsible for a wide variety of complex clerical operations, frequently requiring specialized clerical knowledge. Employees are responsible for making decisions requiring knowledge of applicable functions, rules and regulations of the organization and for taking action in the name of the department head. Technical or policy problems are referred to superiors for decisions or explanation. Work is reviewed by a superior for compliance with established procedures and practices by the review of reports and general observation of daily operations.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Plans, assigns, and reviews the work of a moderate clerical staff engaged on keeping records, requisitioning supplies, checking invoices, preparing financial documents, processing insurance claims, and other related work;
- Maintains specialized accounts records and files, prepares compilations of costs, budgets and other data to be used in reporting the activities of the units or departments;
- Complies statistical reports;
- Secures repair and services for buildings or equipment;
- Reviews case records and claims for state reimbursement and justifies figures and reports of change in category of assistance;
- Modifies and makes changes in local operating procedures to conform with state requirements and makes detailed studies to effectuate changeovers smoothly;
- Acts as assistant to administrative officials in the processing of a volume of personnel transactions and preparation of state reports;
- Secures social security payments and benefits for customers or for credit to home;
- Supervises clerical/office activities including meeting the general public, explaining procedures and answering questions;
- Ascertain in cost of street improvements;
- Issuing permits for utility cuts and related matters;
- Maintaining departmental accounts, mortgages in tax record book and makes necessary computations;
- Supervises the collection of excess water rents, the issuance of certain bills and payroll records, the transfer of titles of property and the detailed activities relating to election activities;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of business English, spelling, and arithmetic;
- Thorough knowledge of office practices, procedures, and equipment;
- Ability to interpret and apply office practices and procedures;
- Ability to interpret and apply clerical and procedural principles to specific work problems;
- Ability to keep complex records and to prepare periodic reports on such records;
- Ability to plan, assign, and coordinate the work of a moderate sized staff and to instruct and train clerical subordinates;
- Ability to develop, lay out and install clerical procedures and operations according to general instructions;
- Ability to establish and maintain effective working relationships with employees and the public;
- Clerical aptitude, good judgment, courtesy and tact;
- Good knowledge of personal computers and office equipment;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from high school or possession of a high school equivalency diploma and three (3) years of satisfactory full-time paid clerical experience, one of which shall have been in a supervisory capacity **OR**;
- B. Four (4) years of satisfactory full-time paid clerical experience, two of which shall have in a supervisory capacity **OR**;
- C. Any equivalent combination of training and experience as defined by the limits of A and B above.

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