

## **CLERK-STENOGRAPHER II**

**DISTINGUISHING FEATURES OF THIS CLASS:** The work involves performance of clerical work involving moderately complex work methods and problems requiring the taking and transcribing of dictation. Work assignments are normally received directly from a clerical or technical superior or arise from the receipt of papers, claims or other documents presented to the office for processing. Employees in this class are responsible for recording and transcribing of dictation, but principal emphasis is upon the difficulty of and responsibility involved in, the related clerical work. Incumbents are responsible for making decisions limited by established precedents and departmental policies. Until the more difficult or specialized phase of the work are learned, the employee works under relatively close supervision through observation of work activities, specific review of actions taken, or advice or assistance when unusual or difficult matters arise.

### **EXAMPLES OF WORK:** (Illustrative only)

- Takes and transcribes dictation on correspondence, articles, reports, or other materials;
- Takes dictation from professional personnel requiring considerable knowledge of technical terminology;
- Takes shorthand notes on proceedings and transcribes for superiors' review;
- Composes and types answers to requests for information requiring application and interpretation of office policies and regulations,
- Types a variety of reports and specifications, tabulations, similar material, resolutions, legal briefs and motions, leases and agreements;
- Interviews visitors and independently answers complaints or questions relating to departmental operations;
- Assists in filling out forms and applications;
- Gives out information on departmental services and functions; arranges appointments;
- Supervises a small group of subordinate clerk typists and clerks by determining and making work assignments and checking work upon completion;
- Completes reports, forms, and summaries, frequently checking against a variety of records in order to secure complete and accurate information;
- Takes and transcribes verbatim statements or conference minutes as an incidental or occasional part of assignment;
- Does related work as required.

### **REQUIRED KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of business English, spelling and punctuation;

- Good knowledge of office practices, methods and equipment;
- Ability to record dictation at a reasonable rate of speed;
- Ability to type rapidly and accurately from rough draft or clear copy;
- Ability to maintain clerical records and to prepare reports from such records;
- Ability to make simple arithmetic computations and tabulations with speed and accuracy;
- Ability to compose routine letters and memoranda without dictation;
- Ability to make minor decisions in accordance with departmental procedures and to apply these to work problems;
- Ability to establish and maintain effective working relationships with other employees and the public;
- Ability to understand and follow moderately complex oral and written instructions; Ability to write legibly;
- Ability to plan and supervise the work of others;
- Clerical aptitude;
- Mental alertness;
- Good judgment;
- Neatness;
- Accuracy;
- Tact and courtesy;
- Physical condition commensurate with the demands of the position.

**MINIUM QUALIFICATIONS:**

- A) Graduation from high school or possession of a high school equivalency diploma, including or supplemented by courses in stenography and typing, and two (2) years of satisfactory full-time paid experience which shall have involved the taking and transcribing of dictation; **OR**
- B) Four (4) years of satisfactory full-time paid experience which shall have involved the taking and transcribing of dictation; **OR**
- C) Any equivalent combination of training and experience as defined by the limits of A) and B) above.