

INFORMATION CLERK III

DISTINGUISHING FEATURES OF THE CLASS: This work involves clerical tasks which assist the agency or department by fulfilling certain public and administrative needs such as: maintaining files, compiling and disseminating information. The incumbent in this position generally performs routine clerical work and may assist in performing more difficult and responsible clerical duties. Work may involve contact with the public requiring the explanation of office policies or applicable regulations. Immediate supervision is provided. The difference between Information Clerk II and an Information Clerk III is that the Information Clerk III performs more complex clerical work and may act as lead worker within the office overseeing routine tasks of lower clerical staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Enters purchase order requisitions;
- Processes accounts payable for department purchasing;
- Maintains departmental records or files;
- Orders and maintains office supply inventory;
- Furnishes information to the public, visitors, clients;
- Distributes mail, incoming and outgoing;
- Answers telephones and provides information as required;
- 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 the organization, its departments and structure, and their relationship with outside agencies;
- Good knowledge of personal computers; and office equipment;
- Good knowledge of English, spelling and arithmetic;
- Ability to understand and carry out oral and written directions;
- Ability to clearly express ideas both orally and in writing;
- Ability to complete multiple tasks under time constraints imposed by the nature of the job;
- Ability to use communications and telephone equipment;
- Ability to deal calmly and effectively with co-workers and the public;
- Good judgement in dealing with co-workers and the public;
- Neat personal appearance;
- Courtesy;

- Tact;
- Reliability;
- Accuracy;
- Clerical aptitude and mental alertness;
- Physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or a high school equivalency diploma and five (5) years general clerical experience.

NOTE:

Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.