

SENIOR CLERK

DISTINGUISHING FEATURES OF THE CLASS: This class involves responsibility for supervising a small clerical staff engaged in routine clerical activity and/or performing the more difficult and responsible clerical assignments involving moderately complex methods and procedures. Incumbents in this class perform a wide variety of clerical functions, which require the use of independent judgment in the application and explanation of specific laws, departmental rules, procedures and policies. Work assignments generally develop from the receipt of papers, payments, claims, documents or other materials presented to a unit or office which require substantial knowledge of the subject matter and not merely procedural knowledge, or from specific assignments by a superior. Work may include contact with the public under conditions requiring the explanation of office policies, procedures or applicable regulations. General supervision is provided from a higher level official, although direct supervision may apply in cases of unusual, difficult or substantial matters or policy problems. Direct supervision may be a responsibility of the incumbent depending upon specific assignments.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Assigns, instructs and supervises a group of employees performing routine clerical work of a unit or organization;
- Supervises and assists in filing material, file searches and maintenance of related records;
- Conducts routine correspondence on matters where policies and procedures are well defined;
- Reviews and processes invoices, vouchers, forms, applications and other forms or reports for completeness, clerical accuracy and content and makes appropriate determinations;
- Supervises and assists in issuance of records, licenses, applications, permits, receipts and related subject matter material, as required;
- Supervises and maintains time records, schedules and payroll data;
- Interviews persons seeking information and answers complaints and/or explains bills, rates, procedures, penalties and matters related to unit activities;
- Processes, sorts, indexes, records and files a variety of control records and reports;
- Maintains a variety of specialized records and files, prepares reports and budgets, and maintains data used in reporting the activities of the unit or department;
- Indexes a variety of documents requiring analysis and careful reading to assure accuracy of indexing and filing;
- Receives fees and accounts for monies acquired;
- Requisitions supplies and maintains records and inventories for units or departments;
- Prepares special statistical reports and tabulations, as required;
- May independently solve work problems and resolve work related problems such as settling complaints and grievances from difficult customers;
- May operate various office equipment as required in the performance of clerical duties;

- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of office terminology, procedures and equipment;
- Good knowledge of business English, spelling and arithmetic;
- Good knowledge of the policies, laws and regulations relating to the program of the office to which assigned;
- Good knowledge of personal computers and office equipment;
- Ability to understand and carry out moderately complex oral and written instructions;
- Ability to plan, assign, train, and supervise a group of subordinate employees, as assigned;
- Ability to make simple arithmetic computations accurately;
- Ability to establish and maintain effective working relation with others and the public;
- Ability to articulate ideas and information effectively;
- Clerical aptitude;
- Good judgment;
- Tact and courtesy;
- Integrity;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree (or higher) and at least one (1) year of fulltime (or its part-time equivalent) paid clerical work experience; **OR**
- B) Graduation from high school or possession of a high school equivalency diploma and at least three (3) years of fulltime (or its part-time equivalent) paid clerical work experience; **OR**
- C) Any equivalent combination of training and experience as defined by the limits of A) and B) above.

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