

**DISTINGUISHING FEATURES OF THE CLASS:** This is important clerical work involving responsibility for the performance of 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 and the full-time or substantial part-time operation of a typewriter or similar standard typing keyboard. Depending upon the nature of the assignment, work may be done under close or general supervision. Supervision may be exercised over one or more clerical employees. Incumbents in position in the class may use information-processing equipment as a major part of their regular job duties. (Information-processing equipment is characterized by any or all of the following features: an internal magnetic storage medium capable of retaining hundreds of pages of typed information; a removable storage medium which holds typed information; an electronic viewing screen which displays characters as they are typed; an internal processing unit which allows the operator to perform basic text-editing operations such as the merging of variable information into prerecorded documents, rearrangement of paragraphs on the screen and/or the magnetic medium and an automatic printing of documents).

**TYPICAL WORK ACTIVITIES:** *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Maintains personnel records, prepares and types payrolls;

Collects, compiles and types statistics and other related information;

Types, processes, checks, codes and files requisitions, claim vouchers, bills and receipts;

May assign work, review and record work done and instruct new employees in the specialized clerical work unit;

Collects fees and accounts for monies received;

May operate information-processing equipment using a standard input keyboard;

Interviews callers and makes appointments;

Operates photocopier, adding machine, and other office equipment;

Composes and types routine correspondence, applying knowledge of department operations and regulations;

Answers telephone and gives out routine information or relieves at switchboard;

Proofreads;

Types materials from copy, rough draft, dictaphone and other special or detailed instructions.

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

Good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; ability to type accurately at a satisfactory rate of speed; ability to learn how to effectively operate information-processing equipment in a short period of time; ability to read, comprehend and carry out the instructions contained in operating procedure manuals, machine manuals or other technical manuals; ability to understand and carry out oral and written directions; ability to get along well with others; ability to write legibly; clerical aptitude; good judgment; tact; and courtesy.

**MINIMUM QUALIFICATIONS:**

- (A) Graduation from high school or possession of an equivalency diploma and one year of clerical experience, which shall have involved typing; or

(B) Three years of clerical experience which shall have involved typing.

**NOTE:** Completion of post high school education in the area of secretarial sciences or a related field can be substituted for experience on a year-for-year basis, if the coursework included classes in typing.

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