

Civil Division: All Civil Divisions  
Jurisdictional Class: Competitive  
Non-Competitive (PT)  
EEO Category: Administrative Support  
Revised: 03/18/2008

## **CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** Employees in this class are responsible for performing repetitive and routine clerical and other basic office-related tasks, requiring the exercise of ordinary judgment. Positions in the class may require some physical effort. There may be considerable contact with the general public. Work is done under direct observation and review by an immediate supervisor. The incumbent performs related work as required.

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

Prepares, processes and maintains a variety of records, inventories, reports, registers and other office-related materials;  
Operates various office equipment such as computers, typewriters, adding machines, copiers, fax machines, etc;  
Assists public with procedures, resolving problems, and by providing information;  
Sorts, copies, and files a variety of information;  
Answers telephone, takes messages, makes appointments and places outgoing calls;  
Makes arithmetical computations;  
Opens, sorts, distributes, wraps, stamps and posts letters, packages and printed matter;  
May compile and maintain files, statistics and other information for reports;  
May enter or retrieve information from a computer terminal;  
May type letters, reports, requisitions and statistical data;  
May verify information received on various forms, logs, files, etc;  
May collect fees and accounts for monies received;  
May pick up and deliver interoffice material;  
May order office supplies and materials.

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

Working knowledge of modern office practices, procedures and equipment; working knowledge of windows-based computer software, utilizes common terminology routinely used in office documentation; ability to make arithmetical computations rapidly and accurately; communicate effectively orally and in written form; understand and carry out oral and written instructions; ability to locate documents in computer files and to keep accurate records; ability to establish and maintain good working relationships with others; tact and courtesy.

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**MINIMUM QUALIFICATION:** Either:

- (A) Graduation from high school or possession of high school equivalency diploma;  
**OR**
- (B) Two (2) years of clerical experience.

**NOTE:** Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

Adopted: 04/10/74, 02/22/82

Revised: 03/28/85, 10/14/92, 05/28/93, 08/12/96, 06/18/97, 03/22/01, 05/02/05, 06/23/05, 03/18/08

*Title in promotional series: Clerk, Senior Clerk, Principal Clerk*