

SENIOR CLERK

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the independent performance of standard clerical tasks and the use of computer software to enter and retrieve information. Specific duties vary with the needs of the department. Incumbents may direct and review the work of lower-level clerical employees but regular supervision is not a responsibility of the class. The work of this class is distinguished from Clerk by the greater complexity of tasks, the program knowledge required, the responsibility for acting as lead worker, and the exercise of independent judgment in selecting the best of a number of prescribed alternatives regarding clerical operations. May lead and direct the work of subordinate clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews documents for accuracy, completeness, processes, and conformity with established procedures and makes appropriate determinations;

Answers telephone and takes messages or provides callers with general information;

Maintains alphabetic, numeric and/or chronological files of correspondence, documents and materials by coding and filing new material, searching for requested material and periodically purging obsolete material;

Makes contact by telephone and correspondence to obtain additional information or to update information;

Monitors agency record keeping system for proper maintenance (both manual and computerized);

Prepares and/or verifies the accuracy of a variety of records;

Maintains a variety of records which may include but are not limited to expenses, maintenance and operating costs;

Processes claims, verifies accuracy of billing, researches bills and, authorizes payment of outstanding bills;

Collects fees and accounts for monies received;

Uses a personal computer or scanner to enter information and retrieve pertinent data from computer files;

May instruct new employees in specialized clerical work of a unit;

May prepare standard written responses on matters where policies and procedures are well-defined;

May type correspondence, records and other written materials.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and equipment;

Good knowledge of the principles and practices of computerized records maintenance;

Good knowledge of modern methods used in record keeping;

Good knowledge of the specific laws, organizational rules, procedures, and policies of the assigned department;

Working knowledge of basic arithmetic functions of addition,

subtraction, multiplication and division;
Ability to understand and interpret complicated oral instructions
and/or written directions;
Ability to analyze and organize data and prepare accurate records
and reports;
Ability to operate a personal computer;
Ability to perform close, detail work involving considerable
visual effort and concentration;
Ability to articulate ideas and information effectively;
Ability to deal effectively with people;
Ability to establish and maintain effective working relationships
with others;
Accuracy.

MINIMUM QUALIFICATIONS:

One year of clerical experience.

Note:

Successful completion of coursework at a regionally accredited college or university, or one accredited by the New York State Board of Regents to grant degrees, may be substituted for the required experience with thirty semester credit hours being equivalent to one year of experience.