

DESCRIPTION: Under immediate supervision, processes and maintains varied records and written materials through the use of established clerical procedures (such as scanning, data entry, sorting/filing correspondence and documents), and operates office machines, personal computers, peripheral equipment, and associated software, pertinent to the purposes of an office, program, or administration operations; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Positions in the Office/Clerical Support series are assigned a variety basic office/clerical support activities such as filing, light typing, mail distribution, answering and directing phone calls, taking messages, scanning, and copying material. Positions receive frequent supervisory directions and follow detailed/specific instructions per assignment, and cannot deviate from these instructions without approval of the supervisor. The combination of functions and job factors including supervision received, complexity, and decision-making determine the classification level of these positions. Positions would be expected to apply the practices, methods, terminology, and operate equipment associated with processing records/written material and providing documents or information to other work unit employees. Positions in this class typically do not supervise other employees. Positions focused primarily on a specialized support function such as typing, word processing, data entry, secretarial, or customer service duties are classified to other support classes.

This is the first full performance classification level of the Office Support class series. Positions at this level are assigned more routine and repetitive assignments subject to established work processes, methods, and guidelines in various general support functions such as filing/maintaining databases/archives, miscellaneous typing, copying, collating/sorting/distributing mail or other materials. The level of decision-making is controlled by well-defined procedures, policies, and protocols with few options from which to select; where deviations are not permitted without supervisory approval.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Codes, indexes, files and processes information to facilitate the identification of specific material.

Sorts, files, and retrieves correspondence, records, reports, and other items to ensure uniform storage of and ready access to information.

Opens, sorts, and routes/delivers mail and other items to ensure proper distribution, storage, or further processing of these materials.

Operates office equipment such as personal computers, typewriters, reproduction and scanning equipment, multi-sorters, collators, calculators, microfilm readers/cameras, and facsimile machines.

Records, enters, posts, and/or tallies data to maintain a record of work activities and to facilitate the processing of the information.

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Totals the amounts and computes quantities of various items to provide data necessary for the completion of a work assignment.

Collects, compiles, and distributes data or documents to provide or request answers/information pertinent to agency operations and procedures.

Proofreads and corrects documents and other materials produced or received to ensure the accuracy, completeness, and acceptability of the materials before further processing.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: established methods of filing and record keeping; the purpose and activities of the employing agency and work unit; the practices, procedures, and guidelines pertinent to the agency's office/clerical support functions; the procedures for handling incoming and outgoing mail.

Ability to: communicate in person, and by telephone, computer, email, and correspondence with work unit supervisors and co-workers, other agency employees, and visitors to exchange information; read or comprehend and apply instructions; file, cross-reference, and retrieve records and other documents using established filing systems; sort material into prescribed categories; compute and total figures involving the use of addition, subtraction, multiplication, and division; operate office machines including reproduction equipment, microfilm/microfiche readers/cameras, personal computers, calculators, and typewriters with accuracy; learn and explain agency office/clerical support practices and operations to others; code material using an established indexing system; maintain a log of work activities; apply established office/clerical support procedures and standards; determine the reasons for inaccuracies or incompleteness in office documents or records in accordance with established guidelines.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in performing office/clerical support activities.

OR

Coursework or training in office/clerical support procedures or records management techniques.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).