

DESCRIPTION: Under general supervision, reviews, processes, and maintains complex records and written materials selecting and using varied clerical procedures (such as scanning, data entry, sorting/filing correspondence and documents, and review information for accuracy and completeness), performs diverse office/clerical support work pertinent to the purposes of an office, program, or administrative operation. May provide procedural guidance and technical advice to other support or agency employees; 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 second full performance classification level of the Office Support class series. Positions at this level are assigned more diverse assignments subject to existing but different and unrelated work processes, methods, and guidelines in various general support functions that require on-going contact with work unit co-workers and other agency employees as needed. Setting priorities and selecting from established options to perform these assignments is expected. A broad knowledge is needed of purpose of the agency and its locations as well as work unit office/clerical support policies/protocols. The level of decision-making may include identifying the need for and seeking approval for deviations from established procedures. Some positions may provide work guidance to other support employees on an on-going basis. Positions would also be assigned work and possess knowledge, skills, and abilities expected at the Office Clerk II level.

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.)

Records and/or posts employment, financial/budgetary, and/or statistical information on forms or tables, or in work registers, ledgers, journals, or logbooks to maintain a record of office activities or transactions made and to facilitate the processing of the information.

Collects, compiles, and disseminates data to provide requested answers/information pertinent to agency operations and procedures, or to refer the individual to appropriate sources of information.

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

Checks, codes, indexes and files/processes information to facilitate the identification of material.

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Operates office equipment such as personal computers, typewriters, reproduction and scanning equipment, multi-sorters, collators, calculators, microfilm readers/cameras, facsimile machines, posting and mailing machines, multi-line telephone systems, and associated software.

Identifies information or referral needs of telephone callers and/or visitors to assist these individuals in reaching the appropriate sources of information and individuals.

Purchases, checks, sorts, and delivers mail and other items to ensure proper distribution, storage, or further processing of these materials or to verify the accuracy or completeness of items received.

Computes various quantities and totals the amounts of various items received, sent, or used to provide numerical data pertinent to office operations or program accounts and ledgers.

Trains co-workers, as directed, in specific assignments and job practices and procedures of office/clerical support work to improve and maintain the performance levels of these employees.

Guides co-worker activities, in accordance with established work flow/assignment requirements, to assist supervisor and other employees in the timely accomplishment of the assigned work.

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

Knowledge of: the practices and procedures pertinent to office/clerical support operations; the methods of filing, record keeping, bookkeeping, and mailing; the purpose and activities of the employing agency; the work unit policies and guidelines pertinent to office/clerical support operations; the functions and specialized terminology associated with the work unit and agency.

Ability to: code/sort and file/retrieve records/documents established indexing/filing systems; identify similarities and differences between two or more sets of data; 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; understand and apply instructions; compute/total figures involving the use of addition, subtraction, multiplication, division, percentages, and fractions; determine course of action to correct inaccurate or incomplete records/documents; operate standard office equipment; learn and explain agency office/clerical support operations policies and guidelines; instruct support co-workers in office policies and procedures; distribute work to produce a balanced workload for co-workers; select and apply established office/clerical support policies, standards, and procedures.

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 or records management activities.

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).