

## CLERK II

### **PURPOSE AND NATURE OF WORK**

This is clerical work of moderate difficulty and variety. The work of this class differs from that of the Clerk I class in that employees perform their tasks with less supervision; are responsible for a number of clerical functions which are interrelated; interpret to a limited extent certain sections of ordinances, policies, and procedures; exercise initiative and judgment in determining appropriate actions, and are responsible for finality of decisions in given situations. Employees work under close supervision while learning the more difficult phases of work, but thereafter detailed instructions are given only on changes in procedures and on usually difficult matters. Many positions may require occasional use of a typewriter or computer terminal under conditions, which do not require the speed or style typical of a clerk typist class. Most of the positions of this class require public contact to either give information or to explain why a given action was taken.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Performs a variety of clerical duties such as posting, filing, tabulating, calculating, checking, and comparing information. Uses computer terminal to access and input information of a routine nature; speed, style, and other typing skills are not required. Participates in the maintenance of basic personnel and payroll records, patient files, patient appointments, supplies, equipment information, or other records; posts and distributes personnel material, and equipment costs; reconciles postings and calculations. Interprets billing procedures, makes adjustments to billing, checks for use of proper utility rates; hears and acts on routine complaints; opens and closes utility accounts; performs clerical functions relative to security deposits; collects fees; collects and mails certificates. Attends the main switchboard and assists in processing the mail. Operates mailing machine, copier, inserter, and other office machines; serves as a radio, telephone, and/or teletype operator as needed. Determines program eligibility based on federal and state laws and policies. May serve as backup to other staff, including but not limited to ordering supplies, completing inventory, serving as timekeeper, and typing and mailing letters.

Performs related work as required.

### **NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS**

Considerable knowledge of business English, spelling, punctuation, and arithmetic.

Knowledge of modern office practices and procedures.

Knowledge of ordinances, policies, procedures, and state and federal laws relative to areas of work assignment.

Ability to read comprehensively in order to obtain pertinent information.

Ability to pay attention to detail and close clerical work.

Ability to make moderately complex arithmetic computations rapidly and accurately.

Ability to follow instructions and established procedures in doing routine work.

Ability to make clear explanations of ordinances, policies, procedures, and state and federal laws in area of work assignment.

Ability to deal with the public and fellow employees in a courteous and tactful manner.

Skill in the uses of standard office equipment and computer programs used in area of work assignment.

Ability to maintain confidentiality of medical records.

### **DESIRABLE TRAINING AND EXPERIENCE**

Graduation from high school and experience in general clerical work; or any equivalent combination of training and experience.