



## CLERICAL SPECIALIST II

DEPARTMENT: VARIOUS  
GRADE 9

### CHARACTERISTICS OF THE CLASS:

Under general supervision, provides primary clerical support to a department or functional area. Knowledge of the department and excellent keyboard skills are crucial to this position. Duties include a variety of clerical tasks, including non-routine administrative matters and heavy public contact work. Work is reviewed through conferences, observation of work in progress, and written reports for results obtained and adherence to established policies and procedures.

### EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Maintains filing systems of correspondence, forms, cards, receipts, permits, applications, plans, reports, and records; maintains log books, ledgers or other audit and tracking records; updates code books or policies manuals; and documents billing.
2. Responds to telephone or two-way radio inquiries; greets the general public, contractors, and vendors; provides information and directs callers; acts as a receptionist.
3. Operates a photocopier, shredder, computer printer, calculator, facsimile machine, binding machine, typewriter, microfiche, Dictaphone, NCIC/FCIC teletype machine, stamp machine, or cash register.
4. Opens, sorts and distributes correspondence; inventories and requisitions supplies and equipment; issue and processes permits.
5. Acts as a liaison between superiors and subordinates, and the general public.
6. Generates statistics; requests additional information as needed; researches, collects and compiles data; verifies report for accuracy; collates reports.
7. Responds to or directs inquiries to appropriate personnel or department; may assist and direct subordinate clerical staff.
8. Types and proofreads correspondence, reports, forms, permits, bids, applications, invoices, purchase orders, records, memoranda, and letters from notes, copy of rough draft; tables minutes of meetings.
9. Processes employee payroll records; processes payments; collects monies; updates accounts payable records and vendors lists; maintains appointment calendar; schedules meetings and activities.

**NOTE:** The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

## **REQUIREMENTS:**

### **A. Training and Experience:**

High School Diploma or GED; supplemented by two (2) years of responsible clerical experience including use of computers and standard software applications such as Microsoft Office, Windows 2000, and other software or an equivalent combination of training and experience.

### **B. Knowledge, Abilities and Skills:**

Knowledge of business English and arithmetic.

Knowledge of departmental and municipal rules, regulations, policies, and procedures.

Knowledge of modern office terminology, methods, practices, procedures and filing systems.

Ability to understand and follow complex oral and written instructions.

Ability to establish and maintain effective working relationships with fellow employees, superiors, and the general public.

Ability to work shifts if required by Department.

Ability to perform basic mathematical computations.

Ability to operate and to become certified in the use of automated systems as listed in essential functions if required.

Ability to interpret and apply established policies and procedures.

Ability to communicate information tactfully and impartially.

Ability to maintain complex records and prepare reports.

Ability to develop, install and communicate clerical procedures from general instructions.

Ability to transcribe material from sound recordings.

Ability to establish and maintain filing systems.

Skill in the operation of automated office equipment as listed in essential functions.

Skill in creating and maintaining filing systems.

### **C. Physical Requirements: 2**

### **D. Environmental Requirements: 1**

### **E. Sensory Requirements: 2, 3, 8, 9**