

CLERK

DEFINITION

Under supervision performs a variety of clerical duties in an office, mailroom, school, department, or library; and performs related work as required.

CLASS CHARACTERISTICS

This class performs routine clerical work that does not require the use of a typewriter. Incumbents perform a group of repetitive or closely related tasks according to established guidelines and procedures. A variety of tasks may be assigned; however, each step will fit a pattern and be thoroughly explained prior to the start of work.

EXAMPLES OF DUTIES

Waits on the public at the counter and assists others. *E*

Alphabetizes and files a variety of material. *E*

Compiles data; establishes and maintains simple records. *E*

Answers phone and greets visitors, students, and staff. *E*

Duplicates materials. *E*

Receives, sorts, and distributes mail as assigned. *E*

Performs related clerical work as required.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Modern office equipment and procedures;
2. English usage, spelling, grammar, and punctuation;
3. Basic math; and
4. Telephone etiquette.

Ability to:

1. Learn procedures and routines of the assigned area rapidly;
2. Sort and file accurately and locate material in files;
3. Learn to operate various types of office machines;
4. Receive and give information over the telephone or in public in a courteous manner;
5. Perform basic arithmetical calculations with speed and accuracy;
6. Understand and carry out oral and written instructions;

Ability to: (cont.)

7. Establish and maintain effective relationships with those contacted in the course of work; and
8. Comprehend and follow instructions.

EDUCATION

Individuals possessing the knowledge, skills, and abilities listed above are considered to possess the necessary education.

WORKING CONDITIONS

Environment:

Office environment; subject to constant interruptions.

Physical Abilities:

Moderate lifting up to 25 pounds; reaching to retrieve and maintain files; bending at the waist; dexterity of hands and fingers to operate standard office equipment; hearing and speaking to exchange information.

Revised: 7/81