

## CLERK II

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves performance of clerical work involving moderately complex work methods and problems. Work assignments are normally received directly from a clerical or technical superior or arise from the receipt of papers, claims or other documents presented to the office for processing. Employees of this class perform a wide variety of clerical functions that require the use of independent judgment in the application and explanation of policies and regulations on the basis of training or knowledge gained through experience on the job. Decisions made are limited by established precedent and departmental policy. Supervision may be exercised over other employees assisting in routine details. Work may include contact with the public under conditions requiring the explanation of office policies or applicable regulations. Work is generally reviewed by a supervisor through observation of work activities, specific review of actions taken, or by advice and assistance when unusual or difficult matters arise.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Provides assistance and answers inquiries from agency staff and the general public;
- Interprets and applies, to individual cases, departmental policies and regulations;
- Obtains a variety of data and makes necessary determinations;
- Receives legal papers for filing or recording;
- Indexes a variety of documents requiring analysis and careful reading to assure accuracy of indexing;
- Answers complaints and explains bills, rates, interest, penalties and billing procedures;
- Prepares and checks invoices, vouchers, forms, applications and reports for completeness and accuracy before processing in automated system;
- Posts to ledgers and cash book and proves the postings or ledgers;
- Keeps detailed cost records and allocates costs to specific projects;
- Prepares bank deposit statements and gives receipts for payment of proper account, and posts cash receipts to proper account;
- Prepares purchase orders, requests and vouchers;
- Maintains records and prepares special statistical tabulations using automated computer equipment;
- Gives final departmental review for accuracy and completeness of grants for assistance;
- Ascertains financial ability through office interview and eligibility for various types of public assistance;
- Posts disbursement and recapitulation ledger and prepares recapitulation of payments by department;
- Issues subpoenas, receives bail bonds and court fines or other monies;
- Keeps office records relating to departmental accounts;
- Assigns, instructs and supervises a group of clerical subordinates performing routine office operations;
- Maintains various departmental records;
- Prepares requisitions, orders supplies and checks claims prior to payment requiring careful interpretation of budget balances and charges to specific accounts;
- May process and audit payroll for the agency;

- Uses standard office equipment and personal computer as required in the performance of clerical duties;
- Enters and retrieves information into an automated system;
- Does related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of modern office practices and procedures;
- Good knowledge of business English, spelling and arithmetic;
- Knowledge of computer software programs;
- Ability to make decisions on the basis of policy, laws and regulations, and to apply them to work problems;
- Ability to make arithmetic computations accurately and with reasonable speed;
- Ability to establish and maintain effective working relationships with other employees and the public;
- Ability to understand and carry out moderately complex oral and written instructions;
- Ability to supervise the work of others;
- Clerical aptitude;
- Good judgment;
- Courtesy and tact;
- Physical condition commensurate with the demands of this position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a regionally accredited or New York State registered college or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree and one (1) year of paid, full-time (or its part-time equivalent) clerical work experience; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma, and three (3) years of paid, full-time (or its part-time equivalent) clerical work experience; **OR**
- C. Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

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