

OFFICE SUPPORT SERIES -- OPTION D (CLERK-TYPIST)

	OFFICE CLERK	OFFICE ASSISTANT	OFFICE ASSISTANT SENIOR	OFFICE SPECIALIST
FUNCTION	Performs general journey level clerical work.	Performs specialized journey level office support and clerical work.	Not applicable in this option.	Not applicable in this option.
DISTINGUISHING CHARACTERISTICS	This is a journey level class for general clerical positions. Appointment to this level requires that the incumbent have experience in performing general office tasks and need only a short introduction to the specific procedures, forms and processes of the assigned position. Positions in the other general work areas of Option B - Legal Process Clerk; Option D - Clerk Typist; and Option E - Communications may perform many, or all, of the office functions listed under Option A - General in the accomplishment of assignments. While specific options are listed below, Office Clerk positions may occur in a variety of work areas and recruitment requiring knowledge of those work areas may be made.	This is a journey level class for specialized office support and clerical work. Incumbents have previous experience in performing specialized office tasks of the assigned department/area and need only a short introduction to the specific procedures, forms, and processes of the assigned position. Positions in a work specialty may perform many, or all, of the office functions listed under Option A - General in the accomplishment of assignments. While specific options are listed below, Office Assistant positions may occur in a variety of work areas and recruitment requiring specialized knowledge of those work areas should be made.		
SUPERVISION RECEIVED	The work of a journey-level Office Clerk is performed under immediate to general supervision of a higher level of	The work of a specialized office support incumbent is performed under general supervision of a higher level of authority and the		

authority. The Office Clerk receives on-the-job training which is performed under immediate supervision of a higher level of authority; however, as skill and experience are gained in fulfilling routine duties, increasingly independent action may be authorized. Work is reviewed through observation and evaluation of work performance and tasks completed by the incumbent.

incumbent has the responsibility for the completion of assigned tasks accurately and in a timely manner. Work is reviewed through observation and evaluation of work performance and tasks completed by the incumbent.

SUPERVISION EXERCISED

May exercise technical and/or functional supervision of new or less experienced Office Clerks.

As assigned, may exercise technical, functional or direct supervision of new or less experienced Office Clerks, Office Assistants or other assigned personnel.

EXAMPLES OF WORK PERFORMED/ ESSENTIAL FUNCTIONS

Sets up and types from copy, rough draft, or general instructions, forms, accounting and financial statements, letters, payrolls, receipts, vouchers, departmental reports, permits, articles, tabulations, bulletins, manuals, or other materials. Types or fills in leases, financial statements, legal documents, reports, vouchers, journal sheets, requisitions, payrolls, or expense accounts from clearly indicated sources. Composes and types form letters and other routine correspondence, and prepares rough draft report

Types letters, memoranda, reports, forms, notices, permits, receipts, vouchers, news releases, articles, minutes, bulletins, speeches, invoices, requisitions, expense reports, tabulations, accounting and financial statements, manuals, and various other material from rough drafts, verbal instructions or established procedures. Types notices and other data pertaining to agendas for meetings. As assigned, takes and transcribes oral dictation (oral and machine), consisting of letters, reports, memoranda, legal documents, briefs,

**EXAMPLES OF
WORK PERFORMED/
ESSENTIAL
FUNCTIONS
(CONTINUED)**

narratives and tabulations. As assigned, may receive and transcribe oral dictation (oral and machine), consisting of correspondence, memoranda, reports, legal documents, specifications, and other material. Processes, sorts, checks for accuracy and files applications, purchase orders, financial records, tax records, legal documents, and other records and documents in accordance with established systems. Makes postings to various clerical, fiscal and other records according to standard procedures. Makes tabulations of posted data and arithmetic calculations. Indexes and files. Attends a counter or reception desk. Operates telephone equipment. Receives incoming telephone calls. Supplies information. Issues materials upon request. Maintains routine inventory records. Collects monies. Performs special assignments as requested. Performs related work as required.

speeches, minutes of meetings, and other material. Composes and types form letters or letters of standardized nature for review by a superior. Proofreads, duplicates and collates typed materials. Makes postings to various moderately complex clerical, fiscal and other records according to established policies and procedures. Sorts, tabulates and summarizes various statistical and other data. Prepares and maintains operating personnel and other records. Attends a counter reception desk furnishing information and conducting general transactions. Provides information to the public concerning departmental rules, regulations and activities. Issues various licenses and permits according to established policies and procedures. Checks and verifies calculation of bills and other documents requiring payment. Accepts required fees. Keeps appropriate records, indexes and files. Prepares tax adjustments. Prepares trial, stipulations, call and special order court calendars, files docket, and adoption suits. Issues necessary papers to commit patients to treatment facilities. Gathers materials for special reports, legal documents, forms and summaries at the request of superiors, frequently

checking against a variety of records in order to secure complete and accurate information. Compiles and

computes data from files and other sources in preparing moderately complex reports. Performs related court associated duties. Receives, sorts and distributes mail. Prepares material for mailing. Issues materials upon request. Maintains inventory records. Uses computer terminals to input data and to obtain data from computer. Performs special assignments as requested. Performs related work as required.

**EXAMPLES OF
WORK PERFORMED/
ESSENTIAL
FUNCTIONS
(CONTINUED)**

WORK CONTACTS

Regular contact with associate personnel, other county departments, outside agencies, the general public, and others as required during the performance of work assignments to include, but not limited to, providing explanations, coordinating activities, gathering required information, responding to inquiries, and resolving complaints.

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**CONDITIONS OF
WORK**

Work is subject to varying post or job site assignments and may be subject to call-back or on-call status and irregular schedules to include completion of work assignments on

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**DESIRABLE
KNOWLEDGE, SKILLS
AND ABILITIES**

weekends and holidays. Work may also be subject to traveling and irregular hours in order to perform work assignments. May involve lifting of objects weighing less than 25 lbs. and occasional - frequent lifting of objects weighing 25 - 50 lbs.

Practical knowledge of: English grammar, spelling, and arithmetic; standard office practices, procedures and equipment; filing and information systems. Basic knowledge of: computing literacy to include use of electronic spreadsheet and word processing applications. Skill in: operating modern office machines as necessary to include typewriters, fax transmittal machines, calculators, and the use of computer keyboards and related peripheral equipment. Ability to: use good judgement to solve work problems through established guidelines; understand departmental information encountered in the performance of responsibilities; exercise courtesy and tact in dealing with the public and public officials and maintain confidentiality; work independently in completing assigned tasks accurately and in maintaining standard correspondence, files, and

holidays. Work may also be subject to traveling and irregular hours in order to perform work assignments. May involve lifting of objects weighing less than 25 lbs. and occasional - frequent lifting of objects weighing 25 - 50 lbs.

Practical knowledge of: the procedures, terminology and accepted or common practices, and policies of the assigned specialized work and the department/area to which assigned; English grammar, spelling, and arithmetic; standard office practices, procedures and equipment; filing and information systems; computing literacy to include use of electronic spreadsheet and word processing applications. Skill in: efficiently operating and utilizing modern office machines as necessary to include typewriters, fax transmittal machines, calculators, and the use of computer keyboards and related peripheral equipment. Ability to: maintain and establish filing systems; use good judgement to solve work problems through established guideline; interpret technical and departmental information encountered in the performance of responsibilities; exercise courtesy and tact in dealing with the public and public officials

reports of the assigned area; work and communicate effectively with all people contacted in the work; understand and carry out written and oral instructions; type accurately and at a speed necessary to fulfill job responsibilities.

and maintain confidentiality; work independently in completing assigned tasks accurately and in maintaining standard correspondence, files, and reports of the office; work and communicate effectively with all people contacted in the work; understand and carry out moderately complex written and oral instructions; type accurately and at a speed necessary to fulfill job responsibilities.

**ACCEPTABLE
EXPERIENCE AND
TRAINING**

Any acceptable combination of education and experience equivalent to graduation from high school and one (1) year of useful experience in performing general clerical/office work (Previous experience related to the assigned department/area preferred). OR an equivalent combination of experience, education and training which provides the desired knowledge, skills and abilities.

Any acceptable combination of education and experience equivalent to graduation from high school and useful clerical/office experience equivalent to two (2) years of which at least one (1) year of responsible experience performing specialized journey level office support work for the department/area to which assigned. OR an equivalent combination of experience, education and training which provides the desired knowledge, skills and abilities.

**NECESSARY
SPECIAL
REQUIREMENT**

As some assignments may require driving as part of the assigned work, an individual may be required to possess and maintain a valid driver's license and provide acceptable driving history at no cost to the County. Type 40 words per minute. Some work assignments require taking

As some assignments may require driving as part of the assigned work, an individual may be required to possess and maintain a valid driver's license and provide acceptable driving history at no cost to the County. Type 50 words per minute.

shorthand at 70 words per
minute.