

SENIOR CLERK

Location: Tioga County
Classification: Competitive
Salary: To be determined
Adopted: Revised 04/08, 01/2020; Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the independent performance of standard clerical tasks which require an understanding of specific laws, organizational rules, procedures, and policies. Procedures are usually fixed but detailed instructions are given for new or difficult assignments. Work is performed under general supervision and an incumbent may train lower level clerical workers. The work of this class differs from that of Clerk by the complexity of work assignments and the independence of action. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Reviews document for accuracy, completeness, processes, and conformity with established procedures and makes appropriate determinations;
- Contacts by telephone, correspondence, and/or in person clients, applicants, vendors, and/or others to obtain additional information or to update information;
- Answers inquiries in person or by telephone regarding agency programs, services, or program eligibility requirements;
- Prepares standard written responses on matters related to specific agency programs received from general public, State, and local agencies, and within agency;
- Maintains a variety of records, which may include but are not limited to purchasing files, inventory, bid responses, applications, inventory; overhead expenses, maintenance, and operating costs;
- Monitors agency record keeping system for proper maintenance (both manual and computerized);
- May collect fees, processes claims, verifies accuracy of billing, researches bills and authorizes payment of outstanding bills;
- May be required to operate a typewriter, fax, copier or other office equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of modern office terminology, procedures, equipment and business English; Good knowledge of basic arithmetic functions of addition, subtraction, multiplication and division; Good knowledge of modern methods used in computerized records maintenance; ability to organize and maintain accurate records and files; ability to analyze and organize data and prepare records and reports; ability to understand and interpret complicated oral instructions and/or written directions; ability to establish and maintain effective working relationships with others; ability to articulate ideas and information effectively; ability to deal effectively with people; ability to perform detail work involving considerable visual effort and concentration; accuracy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of full-time clerical experience or its part-time equivalent.