



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: **SENIOR CLERK**
Jurisdictional Class: Competitive
Civil Division: County, Schools
Adoption: CSM
Revised: CSM 11/1/75; 2/11/98; 4/18/01; 2/18/04; 2/14/07; 11/18/09; 6/21/18

DISTINGUISHING FEATURES OF THE CLASS:

Performs responsible clerical work of moderate to complex difficulty; does related work as required. This is moderately difficult and varied clerical work requiring a general understanding of specific law, office rules, procedures, and policies. It calls for the exercise of independent judgment in the application of prescribed procedures and methods to routine cases. For the most part work is performed under general supervision. Supervision may be exercised over the work of one or more supervisory staff. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assigns work, reviews, and records work done, and assists in training new employees in specialized clerical work of a unit;
Uses a data-entry terminal keyboard or microcomputer to enter and retrieve pertinent data from computer files;
Maintains records for inventory and for records retention;
Loads files in Records Retention storage boxes when they need to be sent to the Records Retention Center;
Conducts routine correspondence on matters where policies and procedures are well defined;
Check and reviews documents and reports for clerical accuracy, completeness and proper execution and conformity with established procedures and processes;
Runs a variety of reports at the end of the week and end of the month or when needed;
Collects and compiles statistics and other related information;
Ability to read and comprehend many types of documents;
Contacts by telephone, email or correspondence clients, vendors, or other agencies to resolve issues;
Processes checks, codes and files requisitions, claims, vouchers, bills, and receipts;
Collects fees and accounts for monies received;
Issues and records applications, licenses, and permits;
Processes, sorts indexes, records, and files a variety of control records, reports, and correspondence;
May Operate computing, calculating, copiers and other office machines;
Prepares and maintains a variety of records and reports;
Reviews documents for accuracy, completeness, and conformity with established procedures and makes appropriate determinations;
Answers telephone and provides information orally or in writing in response to inquiries.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures, and equipment;
Good knowledge of business arithmetic and English;
Working knowledge of how to use a cash drawer;
Working knowledge of computer terminology and ability to learn software programs;
Ability to use an alpha-numeric keyboard to enter and retrieve data from computer;
Ability to understand and carry out oral and written directions;
Ability to retain recording and filing processes;
Ability to stand at a counter for up to three hours processing documents;
Ability to lift large and heavy (up to 15#) books from book shelves;
Ability to walk a block to the Records Center to retrieve inactive documents/files;
Ability to get along well with others and the ability to deliver excellent customer service;
Clerical aptitude;
This position requires exceptional accuracy and the ability to process and keep documents confidential.

MINIMUM QUALIFICATIONS:

- (A) Graduation from high school or possession of an equivalency diploma and 2 years of clerical experience; **OR**
- (B) Three years of clerical experience in a business setting; **OR**
- (C) Any combination of experience and training.

SPECIAL REQUIREMENT(S): None