

SENIOR CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is challenging and varied clerical work. Work requires the exercise of independent judgment in the application of prescribed procedures and methods to routine cases. Depending upon the nature of the assignment, work may be done under close or general supervision. Supervision may be exercised over lower level clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Prepares and reviews reports and other documents for completeness, accuracy, and conformity with established procedures; Indexes and files documents and correspondence; Assigns work, reviews and records work done, and instructs new employees in the specialized clerical work of the office; Assembles a variety of data from office records for incorporation into various reports; Answers telephone, gives routine information to the public, and may make appointments for superior; Operates common office machines, and automated equipment, such as copiers, scanners, fax machines, shredders, calculators, printers, etc.; May access protected health information (PHI) in accordance with departmental assignments and guidelines; and performs a wide variety of related clerical tasks.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures, and equipment; Good knowledge of business arithmetic and English; Ability to understand and carry out complex oral and written directions; Ability to supervise others; Ability to get along with others; Ability to meet and deal with the public; Clerical aptitude; Good judgment; Good organizational skills; Neat appearance; Tact and courtesy; Good physical condition.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a New York State equivalency diploma and two years of experience in clerical work; OR
- B. Three years of satisfactory clerical experience; OR
- C. An equivalent combination of training and experience as indicated in (A) and (B) above.

NOTE: May be required to have possession of a valid New York State driver's license at time of appointment and maintain it during employment.

Revised 6/19/90; 3/13/02; 4/5/06; 1/25/19; 5/3/23

Reviewed 10/7/98; 4/29/10; 10/21/11; 10/15/18; 6/10/21; 12/21/21; 2/10/22