

## **SUPERVISING SENIOR CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this position is responsible for directing and reviewing the work of lower-level clerical employees, as well as performing moderately difficult clerical work which requires a general understanding of specific laws, organizational rules, policies and procedures. The work is performed under the general direction of the unit's Director with leeway allowed for the exercise of independent judgement. This class is distinguished from Senior Clerk by the greater emphasis on supervisory responsibilities and from Principal Clerk by the performance of less complex clerical tasks. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Plans, coordinates, assigns and reviews the work of lower-level clerical assistants in the collection of data, preparation of statistical reports and in the billing processes;

Reviews documents for accuracy, completeness, processes, and conformity with established procedures and makes appropriate determinations;

Prepares standard written responses on matters related to specific agency programs received from general public, State, and local agencies, and within the agency;

Monitors agency record keeping system for proper maintenance (both manual and computerized);

Prepares numerical data operational reports on department activities;

Instructs new employees in the specialized clerical work of unit;

Uses a computer keyboard and a visual screen to enter and retrieve pertinent data from computer files;

Answers inquiries in person or by telephone regarding agency programs, services and program eligibility requirements;

Maintains records for perpetual inventory, overhead expenses, maintenance, and operating costs;

Processes claims, verifies accuracy of billing, researches bills and authorizes payment of outstanding bills;

Prepares and/or verifies the accuracy of a variety of records;

Collects fees and accounts for monies received;

Uses a computer keyboard to type correspondence, records and other written materials.

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

Good knowledge of office terminology, procedures and equipment;

Good knowledge of business arithmetic;

Good knowledge of the policies, laws and regulations relating to the program of the agency;

Ability to plan, assign and supervise the work of others;

Ability to follow both oral and written directions;

Ability to prepare narrative and tabular material on a program or segment of a program;

Ability to operate an alphanumeric keyboard such as a typewriter or personal computer;

Ability to perform close detail work involving considerable visual effort and strain;

Ability to articulate ideas and information effectively;

Ability to deal effectively with people;

Accuracy.

**MINIMUM QUALIFICATIONS:** Two years of clerical experience, one of which must have included supervisory responsibilities.