

Clerk IV

DEFINITION

This is intermediate level supervisory or independent complex clerical work.

Employees of this class assign and supervise the work of a large group of employees engaged in varied clerical functions, or individually carry out responsible specialized and complex clerical assignments.

Work of this class is differentiated from that of a Clerk III by the level of supervision exercised and by the complexity of the clerical work performed. Most positions include supervisory responsibilities wherein the incumbents delegate assignments to subordinates, maintain activity controls, or coordinate the work of one unit with another. Incumbents are required to resolve problems involving the interpretation of established regulations or procedures. Difficult technical problems or those that necessitate changing regulations or policy are referred to a superior. Employees usually receive general instructions outlining the objectives of new assignments and are expected to exercise initiative and judgement in achieving the desired results. Work is evaluated on the basis of the quality and accuracy of the total product of the unit, and by the manner in which the objectives of the organization are served.

TYPICAL DUTIES*

Plans work methods and supervises a group of employees engaged in performing moderately complex clerical tasks; checks the work for accuracy and corrects errors; advises subordinates on new or revised procedures.

Assists a superior in the supervision of a large group of employees performing routine tasks or a small group engaged in complex clerical work, such as utility customer accounts and city payroll audits.

Compiles and prepares survey schedules to facilitate registration of plans for replotting schemes; conducts and provides written searches of land titles; maintains a register of replot plans and related records.

Answers the more difficult public inquiries and complaints, explaining and defending departmental regulations and procedures.

Performs a variety of moderately complex office management tasks for a small department; including payroll, accounting, billing and related clerical duties.

Makes personnel recommendations on matters such as staff discipline and merit review.
Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the principles of office management and of modern office procedures, systems and equipment.

Considerable knowledge of business English, spelling and arithmetic.

Knowledge of the purpose, organization, policies and regulations governing the work program in the area of specialization.

Ability to plan, coordinate and supervise the work of subordinates.

Ability to make decisions in accordance with established policies and procedures.

Ability to summarize and prepare reports or other material.

Ability to express ideas effectively orally and in writing.

Ability to understand and execute oral and written instructions.

Ability to make arithmetical calculations rapidly and accurately.

Ability to establish and, maintain effective working relations as necessitated by work assignments.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) school grade including business subjects with emphasis on general office practices or completion of an appropriate certificate program from an approved business school/college; and a minimum of five (5) years progressively responsible and diversified office experience including a minimum of two year's experience in the supervision of a moderate to large clerical support unit.

- or -

Completion of the twelfth (12th) school grade including business subjects with emphasis on subjects related to the area of specialization or completion of an appropriate certificate program from an approved business college/school and a minimum of five (5) year's progressively responsible experience in the area of specialization.

** This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0278		0279	
Last Updated:	1991-02			
Previous Updates:	1981-04, 1972-10, 1971-03			
Originated:	1966-01			