

CLERK (FRENCH/CREOLE SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is general clerical work which involves the ordering, recording, tabulating or otherwise processing materials which are either repetitive, routine or require a number of relatively short sequential operations. The work is distinguished from that of a Clerk in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in French/Creole at the fluency level indicated below in the Notes. The work is performed under general supervision in accordance with prescribed procedure. Incumbents may be expected to operate data entry or word processing equipment as a function of their work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Opens, sorts and distributes mail;
Sorts, indexes and files correspondence and other materials alphabetically and numerically;
Fills requests for applications, forms, cards, etc., and answers routine questions for completing them;
Issues permits and licenses and collects money;
Issues, receives and renews library materials;
Issues form letters and notices;
Checks, matches and assembles forms, documents and related data for further processing;
Maintains and balances simple account or record keeping entries;
Posts data to control records;
Makes basic arithmetical computations;
Prepares basic reports from assembled data;
Maintains and distributes office supplies;
Prepares and maintains library materials, labels, letters, reinforces, covers, shellacs, pastes, etc.;
Places telephone calls to request and give routine information;
Answers telephone and personal inquiries and directs callers;
Operates a variety of office machines in the performance of clerical work, such as photocopy, calculator, fax machine, data entry, word processing, micro-computer, etc.;
May, in a school setting, perform Teacher's Aide and/or Monitor duties.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of business arithmetic and English; ability to read, speak and understand French/Creole at the fluency level described below; ability to understand and carry out basic oral and written directions; ability to process documents; ability to file alphabetically and numerically; ability to maintain basic records.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma.

(over)

NOTES:

1. Academic, technical, or vocational training or office clerical experience may be substituted for schooling on a year-for-year basis.
2. Incumbents are expected to possess Level I proficiency in French/Creole (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent be able to satisfy routine social demands and limited work requirements. Can handle most social situations, including introductions and casual conversations about current events, as well as work, family and autobiographical information. Can provide instructions on routine, concrete matters. Can translate routine correspondence and documents with the aid of a dictionary and/or grammar book. Can get gist of most conversations on non-technical subjects, and has a speaking vocabulary sufficient to respond simply with some circumlocutions. Accent, though faulty, is intelligible. Can read with general accuracy news items on non-technical topics and general correspondence.