

## **CLERK (SPANISH-SPEAKING)**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the responsibility for the performance of standard clerical tasks including the use of a computer and other office equipment. The work is considered routine in nature. 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 Spanish at the fluency level indicated below in the Notes. The work is performed under the general supervision of a higher-level clerical employee or administrator. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Opens, sorts and distributes mail;  
Reviews and distributes e-mails and responds to general inquiries;  
Sorts and files correspondence and other materials;  
Makes and receives telephone calls, takes messages and provides callers with general information both in English and Spanish;  
Completes requests for applications, and answers routine questions for completing them;  
Disseminates form letters, notices, permits, licenses, and other materials and may collect money;  
Checks, matches and assembles forms, documents and related data for further processing;  
Maintains and balances simple account or record keeping entries and makes basic mathematical computations;  
Completes paper or electronic vouchers;  
Maintains a variety of basic office records;  
Prepares basic reports from assembled data;  
Maintains and distributes office supplies and other supplies (i.e., Personal Protective Equipment);  
Operates standard office machines and utilizes various computer programs and applications for the completion of work assignments.

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

Working knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic; ability to process documents; ability to file alphabetically and numerically; ability to maintain basic records; ability to understand basic oral and written directions; ability to communicate effectively, both orally and in writing; ability to read, speak and understand Spanish at the fluency level described below; ability to demonstrate basic computer skills.

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

### **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 Spanish (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.