

CLERK

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 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;
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 demonstrate basic computer skills.

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

NOTE: Academic, technical or vocational training or office clerical experience may be substituted for schooling on a year-for-year basis.

For positions within the Child Support Enforcement Unit at the Rockland County Department of Social Services:

SPECIAL REQUIREMENT: Per Internal Revenue Service (IRS) Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075, Section 5.1.1), employees with access to Federal Tax Information (FTI) must complete a background check which is favorably adjudicated. The background check will include FBI fingerprinting; a check of local law enforcement agencies where the employee has lived, worked and/or attended school within the last 5 years, and if applicable, of the appropriate agency for any identified results and verification of citizenship/residency. You will be required to pay for a processing fee for the fingerprinting. NOTES: (1) A criminal record does not necessarily disqualify you from employment or access to FTI. An individualized determination will be made as to how any conviction would impact suitability to handle FTI. (2) Federal guidelines require that a reinvestigation will be conducted within ten years of the date of the previous background investigation for each employee requiring access to FTI. NY law does not currently permit reinvestigation but may be changed at any time to permit reinvestigation pursuant to the federal guidelines.

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Please refer to the FTI policy posted on the Rockland County Department of Social Services website for further information.