

## **PERSONNEL INFORMATION CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** This is reception work of a complex nature involving a responsibility for screening all visitors and some telephone callers to the Rockland County Department of Personnel and attempting to answer all questions involving Rockland County Department of Personnel policies and procedures, public and private employment opportunities and provide general personnel information. The work is performed under the direct supervision of a Senior Personnel Technician and/or the Commissioner of Personnel. Supervision may be exercised over a back-up clerical employee acting as a receptionist. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Screens all visitors and some telephone callers to the Rockland County Department of Personnel in order to refer them to the appropriate office or individual;  
Attempts to answer any questions giving complex, sometimes technical information;  
Answers questions concerning Rockland County Department of Personnel policies and procedures, public and private employment opportunities and other general personnel and governmental information;  
Opens, sorts, stamps and distributes mail as received throughout the day;  
Maintains folders of past and future examination information for public use, keeping typed information current;  
Distributes forms (applications, job classification questionnaires, etc.) and maintains inventory of same;  
Keeps a daily record of all telephone callers, visitors received, incoming and outgoing mail and compiles a monthly report on same;  
May perform clerical tasks as required (operation of office machines, typing, collating, compilation of routine data, etc.);  
May act as purchasing clerk for office where employed.

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

Thorough knowledge of routine Department of Personnel policies and procedures; good general knowledge of the public services available throughout the other County agencies; good knowledge of correct English usage; good knowledge of the procedures involved in handling public inquires and complaints, in person and on the telephone; working knowledge of the employment situation throughout the County; ability to deal effectively with the public, particularly under stressful circumstances; a clear and pleasant voice and manner of speaking.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and three (3) years experience as a Receptionist or related position which requires the answering of questions and dealing with the public and/or employees on a regular basis, at least one (1) year of which must have been in a personnel setting.

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Competitive