

PRINCIPAL CLERK (SPANISH-SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is clerical processing work of a complex nature which may also involve some secretarial responsibilities. The clerical processing duties, which distinguish this third level title in the clerical line, involve the integration of a variety of data containing a number of variables into a coherent whole. In addition, the incumbent may serve as a troubleshooter within established general criteria. The job requires an understanding of the complete clerical process flowing from an administrative function. The secretarial duties are incidental to the job. The work is distinguished from that of a Principal 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 general administrative supervision and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Integrates data relating to a variety of processes and procedures and may instruct employees in their use;
Coordinates clerical processing functions involving considerable internal and external communication by letter, telephone or in person in English and in Spanish;
Prepares and coordinates a variety of reports and statistical data;
Answers routine correspondence and composes letters for official signature;
Reviews data for completeness, accuracy and conformity with established procedure and answers difficult questions related thereto;
Maintains and/or coordinates the maintenance of related office files and records;
May perform special clerical assignments as necessary;
May operate a variety of office machines in the performance of clerical work, such as photocopy, calculator, fax machine, data entry, word processing, micro-computer, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology and procedures; good knowledge of business arithmetic and English; ability to coordinate and implement new and revised sub-processes and procedures; ability to provide work guidance to others; ability to read, speak and understand Spanish; ability to prepare correspondence and reports from general instructions; ability to understand and carry out oral and written instructions; ability to establish cooperative relations with others; good organizational ability; a high degree of accuracy.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of office clerical or business experience, at least one (1) year of which involved supervisory and/or non-routine duties.

(over)

NOTES:

1. Additional qualifying experience or any academic, technical or vocational training may be substituted for schooling on a year-for-year basis.
2. Post high school education may be substituted for up to two (2) years of the required general experience on a one-for-one basis for business or secretarial curricula and on a two-for-one basis for any other curriculum.
3. Incumbents are expected to possess a Level I - Limited Working Proficiency in Spanish (as defined by the Local Examinations Division of the State of New York Department of Civil Service). Positions identified at this level require the following Spanish language characteristics: 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.

PROMOTION: One (1) year of permanent competitive class status in any senior-level clerical Spanish-Speaking title.