

SENIOR CLERK (FRENCH/CREOLE-SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is clerical processing work which consists of ordering, recording and processing all or part of the paperwork flow of an office. The work of this second level title in the clerical line involves judgment in work scheduling, as well as the evaluation of submitted data for compliance with established criteria and attendant appropriate action. This title is distinguished from that of a Senior 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 in accordance with prescribed procedure under the general supervision of an administrator or a higher-level clerical employee. Work direction may be given to first level clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Orders, records, integrates and processes reported data requiring knowledge of moderately difficult procedures;
Answers moderately difficult questions related to the clerical processing responsibility of the office in English and French/Creole;
Initiates telephone contacts in English and French/Creole to obtain potentially difficult information;
Files materials related to clerical processing work;
May post accounts, do summaries and prepare for and make bank deposits;
May operate a telephone switchboard or console or act as a receptionist;
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:

Good knowledge of office terminology and procedures; good knowledge of business arithmetic and English; ability to read, speak and understand colloquial French/Creole; ability to understand and carry out moderately difficult oral and written directions; ability to extract information from standard form documents and establish and maintain records according to procedures.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and two (2) years of office clerical or business experience.

NOTES:

1. Additional qualifying experience or any academic, technical or vocational training may be substituted for schooling on a year-for-year basis.
2. An Associate's degree or higher may be deemed fully qualifying.
3. Incumbents are expected to possess a level II 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 speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

PROMOTION: One (1) year of permanent competitive class status in any Clerk French/Creole-Speaking title.