

SENIOR CLERK (SPANISH-SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is a second-level title in the clerical line involving the processing of clerical tasks in accordance with established policies and procedures. This second-level title involves the responsibility for judgment in work scheduling as well as the evaluation of submitted data for compliance with established criteria. 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 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 an administrator and work guidance (e.g., lead work) may be provided to lower-level clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Records, integrates and processes data requiring knowledge of moderately difficult procedures; Answers moderately difficult questions related to the clerical processing responsibility of the office in English and Spanish;
Initiates contact in English and Spanish to obtain information via telephone, email, mail, etc.;
Reviews documents for accuracy, completeness and conformity with established procedures;
Handles all types of correspondence, incoming calls, letters, emails and provides appropriate and timely responses;
Schedules and adjusts workload to ensure timely completion of assignments;
Completes and reviews paper or electronic vouchers;
Prepares a variety of reports;
Maintains a variety of files and records;
Operates standard office machines and utilizes various computer programs and applications for the completion of work assignments;
May post to accounts, prepare summaries and prepare and make bank deposits.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic; ability to review information and process documents; ability to analyze and organize data and prepare records and reports; ability to provide work guidance to others; ability to understand and carry out moderately difficult oral and written directions; ability to communicate effectively, both orally and in writing; ability to read, speak and understand colloquial Spanish; ability to use computer programs and applications.

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 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 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 a standard newspaper, correspondence and official documents.

PROMOTION: One (1) year of permanent status as a Clerk (Spanish-Speaking) or Clerk-Typist (Spanish-Speaking).