

SENIOR CLERK

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. The work is performed under the general supervision of a higher-level clerical employee or 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;
Initiates contact 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 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.

PROMOTION: One (1) year of permanent status as a Clerk, Clerk-Typist, Clerk-Stenographer or any of these titles with a parenthetical language designation.

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

(over)

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.

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