

LANCASTER COUNTY
CLERK II

2432

NATURE OF WORK

This is varied, intermediate level clerical work.

Work involves varied and occasionally complex work methods and problems which may require the exercise of some judgment based upon knowledge gained through experience. Employees are responsible for making personal work determinations, but such decisions are usually made in accordance with established procedures and departmental policies. The variety and difficulty of work differs; among positions where work is more repetitive there is an added responsibility for finality of action. New employees of the class may work under close supervision while more complex phases of the work are being learned; after the initial training period, work accuracy and results may be checked only occasionally and employees ordinarily will receive detailed instructions only on new work assignments. Direction is usually available in handling difficult, important, or non-routine matters. Typing is not ordinarily required for this position; however, employees of this class may be asked to perform typing tasks incidental to regular clerical duties. Supervision may be exercised over one or two subordinate clerical employees. This class is distinguished from the Clerk I by the added complexity, responsibility, and discretion of clerical assignments.

EXAMPLES OF WORK PERFORMED

Act as receptionist; answer telephone calls; provide information and answer questions or complaints according to prescribed rules; explain departmental policies and regulations; record and deliver messages to appropriate individuals.

Receive open and distribute mail to the appropriate personnel/sections; wrap, weigh and mail packages.

Maintain records; prepare forms for processing; verify information from written copy or computer terminal and make corrections as needed.

May compose routine correspondence.

File correspondence, documents, and other recorded data in complex filing systems; operate a variety of office equipment.

Operate a telephone/radio dispatch unit for the purpose of receiving and dispatching information to field units.

Provide standardized information to public concerning departmental regulations and respond to complaints.

Performs related work as assigned.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of modern office practices and procedures including computer applications.

Ability to maintain clerical records and to adhere to prescribed routines.

Ability to understand and follow moderately complex oral and written instructions.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with other employees and the general public.

Ability to make decisions in accordance with laws, ordinances, regulations, and departmental policies and procedures.

Skill in the operation of common office equipment.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from senior high school or equivalent, and experience in general office and clerical work.

MINIMUM QUALIFICATIONS

A working knowledge of modern office practices; or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.