

LANCASTER COUNTY
CLERK I

2431

NATURE OF WORK

This is entry level, general clerical work of limited complexity and variety.

Work involves performing standardized duties which involve well-defined procedures and techniques. Employees of this class receive detailed instructions, although regular, routine assignments may be performed independently, and initiative and judgment may be utilized as experience is gained. Verification for accuracy may be made upon the work of other employees. This position normally does not entail typing, although employees of this class may be asked to type occasionally. Work is subject to close scrutiny and is reviewed by a superior upon completion as to content and accuracy; work which follows standard procedures may be periodically checked by superiors. An employee in this classification may use a word processor, computer, calculator, and other common office equipment.

EXAMPLES OF WORK PERFORMED

Maintain files of correspondence, forms, reports, and other materials; operate common office equipment and copier; file material by pre-determined classification; sort and file material alphabetically, numerically, and by other pre-determined categories.

Review forms for proper completion; verify information from written copy or computer terminal.

Answer telephone in receiving and transmitting calls and messages; may act as receptionist.

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

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

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

Greet the public, answer general questions, and direct the public to the appropriate department or agency.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Some knowledge of modern office practices and procedures.

Ability to understand and follow 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 learn assigned clerical tasks readily and to adhere to prescribed routines.

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

Skill in the operation of common office equipment.

MINIMUM QUALIFICATIONS

Any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.

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