

OFFICE SERVICES CLERK (1376) grade 8

I. NATURE OF WORK:

An Office Services Clerk is the full performance level of work performing diverse clerical duties which support agency operations and require the review, verification and interpretation of information in order to make determinations and resolve problems in accordance with policies, regulations and laws applicable to agency programs. Employees in this classification do not supervise.

Employees in this classification receive general supervision from an Office Supervisor or other clerical or administrative supervisor.

Positions in this classification are evaluated using the Classification Job Evaluation Methodology. The use of this method involves comparing the assigned duties and responsibilities of a position to the job criteria found in the Nature of Work and Examples of Work sections of a class specification.

The Office Services Clerk is differentiated from the Office Clerk II in that the Office Services Clerk performs clerical duties requiring the review, verification and interpretation of information in order to make determinations and resolve problems in accordance with policies, regulations and laws applicable to agency programs. The Office Clerk II performs clear-cut clerical duties which adhere to standard office procedures typically found in office settings. The Office Services Clerk is differentiated from the Office Services Clerk, Lead in that the Office Services Clerk, Lead assigns, reviews, approves the work of and trains lower-level clerks.

II. EXAMPLES OF WORK: (Examples are illustrative only)

Reviews, verifies and interprets information in records, applications and other documents by using knowledge of agency policies and procedures to determine if appropriate procedures have been followed and to resolve problems;

Processes and issues permits, licenses, vouchers, exemptions, invoices or other documents pertinent to agency programs and based on application of regulations and procedures to factual information;

Responds to inquiries, makes determinations and resolves problems relative to inaccurate or incomplete information and discrepancies in various records and documents being processed;

Explains basis of determinations to workers in other offices and agencies, clients or their representatives and the general public;

Collects fees, makes corrections to payments owed or due, posts fees and payments to accounts and keeps financial records not requiring knowledge of bookkeeping or accounting;

OFFICE SERVICES CLERK

Page 2

Assembles and verifies data and compiles information in order to prepare routine statistical and status reports;

Updates and maintains files, logs, schedules, rosters and records;

Composes routine correspondence to provide or request essential information, explain the status of requests and the procedures to be followed;

Recommends changes in office procedures as necessary to improve office efficiency;

Uses computer software applications to enter, edit, validate, search, retrieve and update information and may design, edit or format reports, graphs and charts;

May type correspondence, reports, schedules and other material using a typewriter, computer or word processor;

Performs other related duties.

III. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of English, spelling, punctuation, grammar and arithmetic;

Knowledge of office equipment and office procedures;

Skill in maintaining files, logs and other records;

Ability to understand, interpret and apply laws, regulations, policies and procedures in order to respond to inquiries, make determinations and resolve problems in performance of assigned clerical duties;

Ability to type correspondence, reports, and forms using a typewriter, computer or word processor;

Ability to use computer software applications, such as word processing, database and spreadsheets;

Ability to perform arithmetic calculations;

Ability to compose routine correspondence;

Ability to communicate effectively with the general public, co-workers and supervisors.

IV. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

Education: Graduation from an accredited high school or possession of a high school equivalency certificate.

Experience: Two years of experience performing clerical duties.

Notes: 1. Additional experience performing clerical duties may be substituted on a year-for-year basis for the required education.

OFFICE SERVICES CLERK

Page 3

2. Applicants may substitute education from an accredited college or university at the rate of thirty semester credit hours for one year of experience on a year-for-year basis for the required experience.
3. Six months clerical training with three courses in subjects such as keyboarding, clerical math, word processing, spreadsheets, database, graphics presentation, proofreading, or office etiquette may be substituted for six months of the requires experience.

V. LICENSES, REGISTRATIONS AND CERTIFICATES:

Not Applicable

DATE REVISED: October 14, 2009

Class specifications are broad descriptions covering groups of positions used by various State departments and agencies. Position descriptions maintained by the using department or agency specifically address the essential job functions of each position.

APPROVED: 
Director, Division of Classification and Salary