

CLERICAL SUPPORT TECHNICIAN

PURPOSE: Provide clerical office support services.

FUNCTIONAL AREAS: In training, under direct supervision:

1. Perform general office support services.
 - A. Calculate standardized charges, secure payments, issue receipts and prepare money deposits from charges, fees, bills, and deposits.
 - * B. Check invoices and prepare and record vouchers, orders, permits, notices, returns, time cards and other data.
 - * C. Make copies, collate, and distribute materials.
 - * D. Prepare materials for mailing by addressing, stuffing, sealing, and weighing envelopes and packages.
 - * E. Process mail and correspondence by obtaining, opening, time stamping, checking, recording, distributing and routing.
 - * F. Maintain inventories and distribute office supplies.
 - * G. Prepare for meetings and events.
 - * H. Operate and maintain duplicating, calculating, adding, addressing, and other office equipment as required.
2. Perform basic typing services.
 - * A. Collect and assemble data and materials for typing.
 - * B. Perform typing of letters, documents, reports, minutes, statements, envelopes, schedules, permits, agendas and statistical data from drafts, notes, and verbal instructions.
 - * C. Check typewritten materials for completeness, accuracy, format and grammatical correctness.
3. Perform basic information processing services, as instructed
 - * A. Perform entry of data from source documents or data entry forms.
 - * B. Perform entry and retrieval of data using data entry and mainframe and microcomputer equipment.
 - * C. Operate word processing equipment to perform transcription and typing services.
 - * D. Operate recorders, copiers, printers, bursters, and decollators as necessary.
4. Maintain office records as directed.
 - * A. Maintain files on correspondence, reports, contracts, applications, forms, tapes and other documents by comparing, matching, sorting, consolidating, alphabetizing, indexing, and retrieving.
 - * B. Maintain inventory records, card indexes, mailing lists calendars, notebooks, manuals, and other records.
5. Provide service to the public on routine matters

- * A. Perform receptionist duties, including answering telephones and assisting customers at the counter.
- * B. Provide routine information and explanations regarding regulations and procedures.
- * C. Refer callers, unresolved inquiries or complaints to the proper party.
- * D. Issue licenses, applications, forms, permits, and registrations according to standard procedures

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE:

- * One (1) year of verifiable education and/or experience which demonstrates possession of the knowledge, skills, and abilities listed below.

KNOWLEDGE:

- * A. Knowledge of basic office methods, procedures, and equipment.
- * B. Knowledge of alphabetizing, indexing, and filing methods
- * C. Knowledge of basic mathematics,
- * D. Knowledge of basic English to include spelling, grammar and punctuation.

SKILL

- * A. Skill in typing at a rate of at least 40 net words per minute from clear copy.
- * B. Skill in making accurate computations.
- * C. Skill in comparing and proofreading names, numbers, and other data accurately and rapidly.
- * D. Skill in counting money, making change, and issuing receipts.

ABILITY:

- A. Ability to learn to transcribe from tapes.
- B. Ability to learn to use data entry, word processing, microcomputer and mainframe computer equipment.
- C. Ability to interpret questions and provide satisfactory explanations.
- * D. Ability to write legibly.
- * E. Ability to understand and execute oral and written instructions.
- * F. Ability to establish and maintain effective working relationships with supervisors, co-workers, and the public.
- * G. Ability to sit, stand, walk, push, pull, stoop, reach, finger, and handle.
- * H. Ability to complete the training program as approved by the Joint Apprenticeship Training Committee (JATC).
- * I. Ability to lift up to 20 pounds maximum, and to frequently lift and carry objects weighing up to 10 pounds.

- * Essential functions, or job requirements necessary on the first day of employment.

CC 19940627
94-0549R