

CLERICAL SUPPORT TECHNICIAN

SUMMARY/PURPOSE

Under direction and supervision, the Clerical Support Technician will perform a variety of clerical office support services.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Calculate standardized charges, secure payments, issue receipts and prepare money deposits from charges, fees, bills, and deposits.
2. Check invoices and prepare and record vouchers, orders, permits, notices, returns, time cards and other data.
3. Make copies, collate, and distribute materials.
4. Prepare materials for mailing by addressing, stuffing, sealing, and weighing envelopes and packages.
5. Process mail and correspondence by obtaining, opening, time stamping, checking, recording, distributing and routing.
6. Maintain inventories and distribute office supplies.
7. Prepare for meetings and events.
8. Operate and maintain duplicating, calculating, adding, addressing, and other office equipment as required.
9. Collect and assemble data and materials for typing.
10. Perform typing of letters, documents, reports, minutes, statements, envelopes, schedules, permits, agendas and statistical data from drafts, notes, and verbal instructions.
11. Check typewritten materials for completeness, accuracy, format and grammatical correctness.
12. Perform entry of data from source documents or data entry forms.
13. Operate word processing equipment to perform transcription and typing services.
14. Operate Office equipment, to include copiers, computers, printers, and other office equipment as needed.
15. Maintain files on correspondence, reports, contracts, applications, forms, tapes and other documents by comparing, matching, sorting, consolidating, alphabetizing, indexing, and retrieving.
16. Maintain inventory records, card indexes, mailing lists calendars, notebooks, manuals, and other records.
17. Perform receptionist duties, including answering telephones and assisting customers at the counter.
18. Provide routine information and explanations regarding regulations and procedures.
19. Refer callers, unresolved inquiries or complaints to the proper party.
20. Issue licenses, applications, forms, permits, and registrations according to standard procedures.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

1. Education & Experience Requirements
 - A. One (1) year of verifiable education and/or experience which demonstrates possession of the knowledge, skills, and abilities listed below.
2. Knowledge Requirements
 - 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.

3. Skill Requirements
 - 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.

4. Ability Requirements
 - 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.

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