

Summary of Duties : Performs difficult clerical work of a responsible nature requiring frequent exercise of independent judgment and a good knowledge of the functions of the organizational unit in which the position is located; may perform typing duties; may supervise clerical employees; and does related work.

Distinguishing Features : Employees of these classes generally are responsible for a clerical function of an office or for several clerical functions of a small office, and may supervise a group of clerical employees.

Employees of these classes may meet with the public or employees of other departments under circumstances which require a good knowledge of departmental activities, policies, procedures, and sources of information. Errors in judgment may result in serious inconvenience to individuals dealing with the department. The work of these employees is assigned in general terms and reviewed for results attained.

Incumbents of these classes may need to use information retained on data bases and may be required to perform data entry, retrieval or inquiry by adding, deleting or changing data in designated fields on a computer screen using a computer keyboard or by entering data on code sheets.

Senior Clerk is distinguished from Senior Clerk Typist in that positions requiring skill in typing on a typewriter, word processing equipment or personal computer to produce correspondence, reports, or other narrative material, usually from prepared text, are allocated to the class of Senior Clerk Typist.

Examples of Duties : Senior Clerk : Performs difficult clerical work of a responsible nature requiring frequent exercise of independent judgment; receives contracts, applications, or other documents and checks them for required form and content; furnishes information at a public counter or over the telephone regarding functions, procedures, activities and policies of the department, the status of projects, and legal provisions and requirements; gathers information from a variety of sources including video display terminals and computer printouts; summarizes and interprets data when required and prepares reports; establishes filing classifications; makes exhaustive file searches for information not readily available or complexly cross-referenced; updates files and organizes files for record retention storage; operates office machines and equipment; performs necessary arithmetic calculations and verifies accuracy of computations performed by others; may inform employees, retirees, and beneficiaries regarding pension plan benefits; updates various types of database information by entering changes, corrections and additions on a video display terminal (VDT) or personal computer or by entering data on code

sheets; supervises, evaluates, trains, and works with a small group of clerical employees engaged in such work as preparing and maintaining payroll and personnel records and reports, preparing labor and materials cost distributions, and maintaining complex filing systems; composes routine correspondence; reads incoming correspondence, answers inquiries that do not require the attention of supervisors, and refers other communications to the proper person; determines the purpose of visitors calls and makes appointments or directs callers to other employees or offices; makes telephone calls to arrange for meetings and to obtain information needed by the supervisor; may maintain inventory of office supplies and supervises stockroom activities; may train staff in the use of video display terminals (VDT) and personal computers to input or change data using various types of personnel, accounting or other type of software program; may supervise or work with employees working in a duplication room engaged in the operation of a variety of high speed duplicating machines; may supervise or work with employees who collate, staple, drill, cut, and distribute duplicated material; may supervise or work with employees working in a mailroom receiving, sorting and forwarding mail; fulfills supervisory affirmative action responsibilities as set forth in the City's Affirmative Action program.

Senior Clerk Typist : In addition to the above, types letters, reports, memoranda, statistical and financial tabulations, and other documents from plain or corrected copy, rough draft or dictating machine records; composes and types correspondence of a routine nature on a typewriter, word processing equipment or personal computer by following general instructions as to content or by referring to office records of previous correspondence; may supervise the operation of word processing text editing equipment, remote data entry and recall system or other devices with a standard typewriter computer keyboard; and may supervise and/or train employees in the above work.

Both Classes : May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications : Both Classes : A good knowledge of modern office practices including filing, indexing, and cross-referencing methods; a good knowledge of correct punctuation, spelling, and grammatical usage; a general knowledge of elementary bookkeeping practices; a general knowledge of commonly used office machines and equipment, including computer terminals keyboards, and printers, together with some skill in their operation; a general knowledge of the operation of word processing text editing equipment and remote data entry and recall systems; a good knowledge of safety principles and practices; a working knowledge of the laws and regulations related to equal employment opportunity and affirmative action; a general knowledge of City personnel rules, policies and procedures; a general knowledge of memoranda of understanding as they apply to subordinate personnel; the ability to learn rapidly, to apply specific laws, ordinances, office policies, regulations, and procedures and to explain these to other employees and the public; the ability to deal tactfully and

effectively with the public and other employees; the ability to perform complex clerical work and to make arithmetical computations; the ability to make difficult file searches; initiative in organizing work and completing assigned tasks; and the ability to plan, assign, direct and review the work of others.

Senior Clerk Typist : In addition to the above, the ability to type at a speed and level of accuracy within acceptable City standards.

One year of full-time paid office clerical experience is required for both classes.

License : A valid California driver's license and a good driving record may be required.

Physical Requirements : Both Classes : Strength to perform lifting up to 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.