

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Clerk - Advanced

Definition

Performs specialized clerical tasks of moderate difficulty and subject matter diversity; may oversee clerks or typists in the performance of clerical tasks; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Maintains a significant phase or segment of a clerical process or office activity.

Provides non-technical information orally and in writing to employees and the general public on request.

Assigns clerical work, instructs, and assists other clerks; informs clerks of new or revised policies and procedures; reviews work for proper coding, classification, mathematical accuracy, and compliance with policies and procedures; assists an office supervisor by performing routine administrative details.

Verifies and processes purchase orders and related documents for payment; keeps associated files; processes payrolls, invoices, checks, vouchers, or other transactions; prepares and posts to single entry books or ledgers.

Examines, checks, and verifies complex statistical and other reports for completeness, appropriateness, adequacy, and accuracy of computations; determines conformity to established requirements, and personally follows up the more complicated discrepancies.

Composes routine or recurring correspondence frequently without instruction or review; gathers information; transmits orders and instructions with the authority of the supervisor.

Exercises judgment in making non-technical decisions in accordance with policies and practices of agency served and laws or regulations controlling its operation.

Operates photocopy machines, calculators, and other standard office equipment; may occasionally type where accuracy rather than speed is essential.

Competencies Required

Knowledge:

- Clerical — Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Customer and Personal Service — Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Abilities:

- Oral Comprehension — Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — Communicate information and ideas in speaking so others will understand.
- Speech Clarity — Speak clearly so others can understand you.
- Written Comprehension — Read and understand information and ideas presented in writing.
- Speech Recognition — Identify and understand the speech of another person.

Skills:

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Speaking — Talking to others to convey information effectively.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Time Management — Managing one's own time and the time of others.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Experience equal to one year of full-time clerical office or closely related work.
- 2) A total of one year of education and/or experience (as described in number one), where one month of accredited post-high school course work in a secretarial, business, or closely related program equals one month of full-time experience.
- 3) A total of one year of education and/or experience (as described in number one), where 30 semester hours of accredited college or university course work in any field equals one year of full-time experience.
- 4) A total of one year of education and/or experience (as described in numbers one through three), where certification from the state of Iowa Administrative Assistant Certificate Program equals six months of full-time experience.
- 5) Current, continuous experience in the state executive branch that includes the equivalent of six months of full-time work as a Clerk.

Effective date: 02/17 KF