

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

Clerk

Definition

Performs varied clerical office support 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 simple records to document or follow up on items issued or received, office supplies, routine expenses, or similar units by counting, posting, or other documentation; may contact others to retrieve items or obtain information.

Proofs applications, reports, forms, or other items; reports discrepancies to supervisor; may maintain mailing lists and distribute mail.

Places materials in sequence for reports, filing, distribution, and other clerical processing; sorts and assembles in content, subject matter, numerical, or alphabetical order; notes missing materials or information.

Provides assistance or answers routine, recurring inquiries about the employing agency or work performed.

Performs incidental typing or keyboarding where accuracy rather than speed is essential.

Assists and guides new employees or volunteers in the performance of basic clerical tasks as needed.

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 — The 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.

- 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.

Minimum Qualification Requirements

No specific education or experience is required.

Effective date: 02/17 KF