

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
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 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 of effective English usage as it relates to spelling, punctuation, grammar and sentence structure.

Knowledge of business arithmetic: addition, subtraction, multiplication and division.

Knowledge of general office procedures and equipment.

Knowledge of good human relations practices.

Knowledge of the purpose and objectives of the unit to which assigned.

Ability to perform basic arithmetical computations involving the addition, subtraction, multiplication and division of numbers composed of three digits or more.

Ability to read, write and speak the English language.

Ability to interpret and follow oral and written instructions.

Ability to perform varied clerical tasks with speed and accuracy.

Skill in the operation and minor adjustment and maintenance of office equipment as job assignment requires (personal computer, calculator, or other office equipment).

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Experience equal to one year of full-time clerical office or closely related work;

OR

post high school course work in an accredited secretarial, business or closely related curriculum may be substituted for the required experience on a month-for-month basis;

OR

an equivalent combination of education and experience, substituting thirty semester hours of post high school education for the required experience;

OR

certification from the State of Iowa Administrative Assistant Certificate Program will substitute for six months of the required experience;

OR

employees with current continuous experience in the state executive branch that includes the equivalent of six months of full-time work as a Clerk.

Effective Date: 10/12 BR