

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
CLERK-SPECIALIST

DEFINITION

Acts as the resident expert in the implementation and maintenance of technical program guidelines or performs lead worker duties in the conduct of office services support operations as an assistant to an office supervisor or administrator; performs complex and difficult clerical duties of a quasi-administrative nature to conduct specialized technical and clerical processes and records management functions; 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

Assists a supervisor to assure that work assignments are carried out by performing, in accordance with set procedures, policies, and standards, such duties as instructing employees about tasks, answering questions about procedures and policies, distributing and balancing the workload and checking work; may make suggestions on appointments, promotions and reassignments.

Performs specialized clerical work to code, authorize, reject or record benefits, licensures, ownerships and other transactions, subject to varying substantive guidelines; exercises independent judgment in making decisions in accordance with policies and practices of the employing agency, and laws or regulations controlling its operations.

Performs administrative duties to assist a program specialist or manager, board or commission; obtains and compiles information; prepares and maintains budgetary accounts and projections; plans and maintains workflow, methods and procedures, and provisions for office materials and supplies.

Provides detailed responses about programs and unit/organization activities to convey information and resolve controversial situations; explains criterion for evaluations, status of projects or program activities, coverage and limitations of services or programs, reasons for regulations or procedures and how systems function and processes interrelate; screens visitors and callers to provide assistance or refer to appropriate resource.

Organizes and oversees files and records of a confidential, complex or otherwise sensitive nature.

Prepares correspondence, legal instruments and reports to respond to varied and detailed requests; researches reference sources and compiles or composes responses.

Compiles statistical or narrative information to provide data in usable form to agency personnel, other state, federal, county or municipal officials, legislators, the news media, and the general public.

COMPETENCIES REQUIRED

Knowledge of office practices and procedures to include recordkeeping, filing, and reporting methods.

Knowledge of statutory requirements, policies and regulations affecting work assignments.

Knowledge of organization, purpose, and objectives of organizational entity to which assigned and how the work relates to organization as a whole.

Knowledge of written and spoken English to include grammar and sentence structure.

Ability to handle confidential work with tact and discretion.

Ability to interact with other agency staff; employers; state, federal, county or municipal officials, and the general public to obtain and provide information.

Ability to express ideas clearly and concisely both orally and in writing, to inform, interpret or persuade.

Ability to plan and organize workflow.

Ability to evaluate work situations and make decisions requiring interpretation and judgment in accordance with prescribed laws and technical rules, regulations and policies.

Ability to read, comprehend and apply technical reference guides and resources, such as the Code of Iowa; medical and legal references, federal and state rules and regulations, agency policy and procedural manuals.

Ability to maintain and compile records, reports and supporting documents for information processing and retrieval purposes.

Skill in the operation and minor adjustment and maintenance of office machines, as job assignment requires (i.e., 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 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, and 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 three years of full-time clerical or closely related work;

OR

an equivalent combination of education and experience, substituting graduation from high school, G.E.D. equivalency or satisfactory completion of a recognized correspondence or formal job-related training course at the high school or equivalent level such as that offered by WIN, OEO, CEP, CIVIC or similar programs, for one year only of the required experience;

OR

an equivalent combination of education and experience, substituting nine months or thirty semester hours coursework in an accredited business school, college or university for each year of 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 eighteen months of full time experience as a resident treatment worker or Clerk–Advanced.

Effective Date: 02/14 JD