

CLERK TYPIST II

Definition

This is general clerical work involving the processing of documents and information which requires the skilled use of a typewriter or other equipment utilizing a typewriter keyboard.

Work requires the employee to choose the proper procedure to follow from among several available based on the nature of the work presented or the outcome of a previous step. Decisions to be made require sufficient familiarity with an overall process or system to understand the desired result of the decision. Work may require the use of judgement in prioritizing assignments which may be received from several sources. Secretarial positions at this level generally provide what is considered a full range of secretarial support services for an administrator or professional staff. Work may involve providing guidance and instruction to new or temporarily assigned employees or serving as a lead worker for an office function involving several employees. Employees may have contact with other offices or the public for the purpose of explaining procedures and generating understanding of required actions. Errors are not immediately apparent because work is usually self-checked. Errors may be revealed through later effects on the operation and can cause delays or harm to the reputation of the work unit. Employees carry out day-to-day work without supervision under standard operating procedures and guidelines.

Typical Examples of Work

Types documents such as letters, reports, charts, or other textual or tabular material from handwritten draft or magnetic tapes into draft or final form using a variety of formats.

Types documents such as purchase orders, contracts, agendas, and transactions which require gathering and verifying information to be typed from several sources such as files, catalogs, or reference books.

Files documents utilizing systems which require knowledge of the type, purpose, and status of the document in order to determine how to file.

Establishes, reorganizes, combines, and purges files and filing systems as necessary to enable items to be found efficiently.

Searches files for hard-to-locate materials which cannot be found using normal methods of file organization and for which probable locations must be determined using secondary procedures.

Maintains control documents such as records and logs which require the determination of pertinent data to be recorded, based on the intended use of the record.

Functions as a lead worker by distributing and explaining work assignments, conducting on-the-job training, and reviewing output of work unit for adherence to standards.

- 2 -

Performs arithmetic computations, using established procedures and formulas to determine interest, payment amounts, penalty charges, receipt totals, and similar results.

Proofreads typed materials for typographical accuracy, spelling, grammar and adherence to office policy and regulations.

Composes correspondence in response to requests and questions about office processes.

Accepts applications, payments, documents, etc. from the public and assists them by explaining procedural requirements and resolving difficulties related to the processing system.

Performs related work as required.

Required Knowledges, Skills, and Abilities

Knowledge of the required care and maintenance of a typewriter.

Knowledge of English grammar, punctuation and spelling.

Knowledge of standard office procedures, practices, conduct and actions necessary in maintaining harmonious working relationships.

Knowledge of the types, organization, and use of standard office files, logs, forms and letter formats.

Knowledge of intermediate arithmetic which involves calculations similar to adding and subtracting common fractions; and multiplying and dividing by two or more digits, whole numbers, or decimal multipliers and divisors.

Skill in using a typewriter console at a minimum speed rate of 40 words per minutes.

Ability to perform within processing procedures which involve an understanding of multiple aspects and application of varied standards.

Ability to proofread information for conformance with a prescribed pattern or form, to assure the adherence to clerical office methods, or for compliance with specific administrative or procedural rules.

Ability to transfer information and present it in a modified form according to rules and procedures.

Ability to collect and organize material for reports by determining what available information should be included and presenting the information in a prescribed, organized format.

Ability to compose straightforward informational correspondence such as transmittals or acknowledgements in reply to requests or questions on the work process or related information.

- 3 -

Ability to instruct and advise clerical employees on the methods and procedures used in the work area.

Ability to organize work and develop effective work methods in an area which involves variable phases of different techniques and procedures.

Ability to make duty oriented decisions on the basis of well defined standards and precedents.

Ability to learn the operation of specialized office machines utilizing a typewriter keyboard.

Minimum Experience and Training

One year of experience as a Clerk Typist I or Clerk Stenographer I

or

Graduation from a high school business curriculum which included at least one typing course

or

Any equivalent combination of experience and training.