

DEPARTMENT: NIAGARA COUNTY
CLASSIFICATION: COMPETITIVE
APPROVED: FEBRUARY 20, 2024

CLERICAL III

DISTINGUISHING FEATURES OF THE CLASS: This is highly important clerical work involving responsibility for the frequent exercise of independent judgment in planning and managing complex clerical activities and for independently performing the more critical and complex functions. The work is performed in accordance with general instructions regarding objectives, policies and procedures. Difficult technical or policy problems are referred to a supervisor for decision or preview of judgment if recommendations are made. Incumbents provide general supervision to subordinate employees and may have supervisory responsibility over the clerical work of a large or complex unit. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Plans, assigns and reviews clerical work and provides instruction to employees concerning the details of specialized clerical work;
2. Revises and develops improved procedures and methods and institutes those approved by superiors;
3. Receives and reviews complaints and assigns necessary follow-up action;
4. Must assist superiors in the preparation of budget information, collection of data, compiling of statistics, and solution of personnel problems;
5. Maintains complex activity control records, schedules work-loads and flow, and coordinates the work with that of other units;
6. Maintains complex indexing, coding and filing systems;
7. Supervises and participates in the maintenance of routine financial and stock control records not requiring specialized account keeping training.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of the policies, laws and regulations relating to the program of the particular agency; working knowledge of modern office machines and ability to apply it to recurring work problems; ability to type accurately at a reasonable rate of speed; ability to plan, assign and supervise the work of clerical assistants; ability to understand and carry out complex verbal and written directions; ability to prepare correspondence and reports; ability to deal effectively with the public; good judgment in solving complex clerical problems; initiative and resourcefulness; tact and courtesy; integrity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Candidates must be permanently employed in the competitive class in a Clerical II position for three (3) years.

OPEN COMPETITIVE:

1. Graduation with an Associate's degree in a business-related field **and** two (2) years of office clerical experience, one (1) of which involved responsibility and accountability for the accuracy and completion of an office clerical segment, function or unit; **OR**
2. Graduation from high school or possession of an equivalency diploma **and** four (4) years of office clerical experience, one (1) of which involved responsibility and accountability for the accuracy and completion of an office clerical segment, function or unit.

NOTE: Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.