

## **DUTIES**

Provides backup to other clerical support by performing typing and clerical duties for the supervisor and other members of the staff.

Receives and files correspondence, records, reports, and other material.

Receives visitors and telephone calls to the office. Ascertains the nature of requests and directs callers to appropriate staff or personally provides the information desired.

Uses word processing equipment to produce various documents such as correspondence, reports, performance contracts, permits, manuals, etc.

Performs a variety of clerical tasks such as validating and processing documents which pertain to the organization's work, assembling information, preparing reports, gathering current data, etc.

Reviews correspondence prepared for the staff. Proofreads for spelling and typing errors, conformance to format, and procedural requirements.

Schedules appointments and makes meeting arrangements in accordance with instructions from the supervisor.

Prepares time and attendance reports as required.

Performs other related duties as assigned.

## **FACTORS**

### **1. Knowledge Required by the Position**

Knowledge of the organization's functions and procedures of the staff to perform such duties as distributing and controlling mail, referring telephone calls and visitors, and providing general nontechnical information.

Skill in operating word processing equipment. A qualified typist is required.

Knowledge of grammar, spelling, capitalization, and punctuation required to type a variety of material accurately.

Ability to follow specific, detailed instructions when the material to be completed is in an unusual form.

Knowledge of the formats and procedures used by the office for correspondence, charts, and other material.

Knowledge of clerical procedures used by the office to maintain the office files and records.

Familiarity with work done in related organizational segments to refer visitors and telephone calls.

Knowledge of the filing system and contents of the files.

Knowledge of general office policies, procedures, and functions to review outgoing mail.

## **2. Supervisory Controls**

The supervisor assigns work, advises of procedural changes, and is available for assistance when required. Routine and standardized typing and the clerical work is performed independently, following prescribed procedures. Work is spot-checked for compliance with instructions.

## **3. Guidelines**

Guidelines include various publications on preparation of correspondence and reports, and cover nearly every situation. The employee uses judgment in selecting and applying guidelines.

## **4. Complexity**

The work consists of a variety of typing and clerical tasks, such as processing documents, preparing reports, sorting mail, typing, and responding to questions. Work varies from task to task, requiring discretion in choosing a course of action.

## **5. Scope and Effect**

Employee contributes to the effectiveness and efficiency of the work unit by typing material, maintaining office files, receiving and referring visitors and telephone calls, and relaying messages. The work facilitates the work of others in the immediate office.

## **6. Personal Contacts**

Contacts are with employees within the immediate office and in related support units.

## **7. Purpose of Contacts**

The purpose is for receiving assignments, obtaining instructions, and reporting progress.

### **8. Physical Demands**

Work is sedentary. No special physical exertion is required.

### **9. Work Environment**

Work is performed in an office setting.