



# Clerk

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
CLERK I	0055	A07	\$27,681 - \$37,677
CLERK II	0057	A09	\$29,781 - \$40,859
CLERK III	0059	A11	\$32,332 - \$47,355
CLERK IV	0061	A13	\$35,439 - \$52,388

## GENERAL DESCRIPTION

Performs a broad range of clerical work in support of one or a variety of business functions, which may include opening and sorting mail, compiling and tabulating data, answering phones, checking documents for accuracy, transporting documents, and maintaining files.

## EXAMPLES OF WORK PERFORMED

Opens, stamps, sorts, distributes incoming mail and prepares mail-outs; maintains records on postage, registered mail, and packages; and processes outgoing mail.

Provides forms and general information to the public by mail or phone.

Prepares documents for data entry and posts information to agency records.

Files and maintains supplies, forms, records, materials, and reports.

Delivers, picks up, or receives documents, supplies, mail, equipment, or materials; checks for quantity and quality; and/or makes arrangements for repairs and services.

Reviews correspondence, reports, purchase orders, summaries, manuals, vouchers, records, forms, and similar types of documents for completeness and accuracy.

Assembles, organizes, and tabulates data.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at level IV may also perform work listed within the previous levels.*

**Note:** *Factors that may distinguish between entry, journey, and senior levels include the scope of responsibility, the degree of independence in performing the work, the type and complexity of the work, and an employee's related experience. For example, clerks performing more routine, repetitive tasks are commonly found within the journey levels. Clerks who regularly perform*

*more complex tasks such as arithmetic calculations, verifying accounting tables, and providing guidance to other clerical staff may be more appropriately classified at a senior level.*

**CLERK I:** Performs entry-level to routine (journey-level) clerical work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. This level is intended as a learning level and a working level for the most routine types of clerical work, which are often repetitive in nature, such as simple data entry, routing mail, and filing.

**CLERK II:** Performs complex (journey-level) clerical work. Works under general supervision, with limited latitude for the use of initiative and independent judgment.

**CLERK III:** Performs highly complex (senior-level) clerical work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Answer standard inquiries regarding policies and procedures, assist the public and staff in filling out forms, and provide information to the public by mail or phone.
- Perform simple calculations and prepare charts, graphs, and tables.
- Search public records to identify and retrieve data.
- Coordinate the receiving, storing, and issuing of files, materials, and supplies.
- Review, edit, and reconcile discrepancies in reports, purchase orders, correspondence, summaries, manuals, vouchers, journals, ledgers, requisitions, records, forms, and similar types of documents.
- Arrange the scheduling, transfer, and display of surplus property; and conduct physical inventories.
- Provide support to receptionist or telephone switchboard functions.
- Recommend modification of forms or records.

**CLERK IV (Added 9-1-2023):** Performs advanced (senior-level) clerical work involving coordinating clerical activities. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Check details on documents, reports, forms, and/or claims for accuracy, completeness, and legibility.
- Post information to agency records; modify forms or records.
- Develop and maintain filing systems; organize, maintain, and monitor stock and inventory.
- Provide assistance to others in maintaining office schedules and appointments.
- Provide guidance to other clerical staff.

## GENERAL QUALIFICATION GUIDELINES

### EXPERIENCE AND EDUCATION

Experience in clerical work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **For all levels**

- Knowledge of office procedures; spelling, punctuation, and grammar; business or program terminology, methods, and procedures.
- Skill in the use of a computer and office equipment.
- Ability to prepare and maintain records, files, and reports; to transfer stock from one location to another; and to communicate effectively.

### **Additional for Clerk III – IV levels**

- Knowledge of basic mathematics; clerical and/or warehousing policies and procedures; and records administration and maintenance techniques and procedures.
- Ability to complete basic mathematical calculations.

## **REGISTRATION, CERTIFICATION, OR LICENSURE**

May require a valid driver's license.