

CLASSIFICATION: CLERK INTERVIEWER

Class Code: 2061-09

Date Established: 07-01-50

Occupational Code: 1-2-2

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To perform a variety of clerical duties in conducting preliminary interviews of applicants for agency programs and services.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Interviews the public consumer to obtain needed information and to make referrals to proper assistant for type of service needed.
- Informs applicants and callers of the services rendered by the agency.
- Maintains a tally to verify accuracy of the public contacts to establish a correct count.
- Prepares applications for processing, registering and coding; maintains the master file containing all types of cases.
- Reviews files monthly, removing and transferring to an inactive file all applications or other materials no longer needed on a current basis.
- Performs a variety of routine clerical duties including opening and distributing mail, photocopying, answering and routing telephone calls, or typing reports, memos and related records.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require verification and correction in order to complete succeeding work operations.

Supervision: Requires no supervision of employees or functions.

Working Conditions: Requires performing regular job functions under good conditions in a safe working environment.

Physical Demands: Requires sedentary work, including continuous sitting or occasional standing and walking.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

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Complexity: Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures.

Independent Action: Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

MINIMUM QUALIFICATIONS:

Education: High school diploma or G.E.D. equivalent, including or supplemented by courses in typing and business office practices. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in clerical work, six months of which shall have involved public contact and receptionist work.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Some knowledge of the goals and objectives of the department or division programs. Knowledge of the procedures and practices involved in interviewing. Knowledge of the economic, cultural and social characteristics of the area serviced. Ability to understand the problems of the agency's clientele. Ability to exercise sound judgment in appraising situations and making decisions. Ability to express ideas clearly and concisely both in oral and written form. Ability to establish and maintain effective working relationships with associates, attorneys, representatives of other governmental agencies and community groups and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.