

CLASSIFICATION: COUNTER CLERK IV

Class Code: 2303-11

Date Established: 07-21-77

Occupational Code: 1-2-2

Date of Last Revision: 12-23-14

Exempt Status: Non-Exempt

BASIC PURPOSE: To organize work and supervise clerical staff in the issuance of licenses and registrations to the public, with responsibility for collecting fees.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Receives applications for a variety of state registrations and licenses, and determines the amount to be charged.
- Supervises employees performing similar clerical work, including assigning duties and scheduling replacements as necessary.
- Calculates and deposits daily receipts for a specified organizational unit.
- Consults the agency policy and state laws as necessary to answer questions.
- Operates an electronic terminal to record sales and makes change as necessary.

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 direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

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.

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 a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: High school diploma or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience in a position involving public contact work. Additional years of related work experience may not be substituted for the formal education required by this class specification.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Knowledge of motor vehicle and boat rules and regulations, particularly as they apply to the registration and licensing procedures. Ability to perform arithmetical computations with speed and accuracy. Ability to make change rapidly involving the use of a cash register. Ability to communicate with the public in a courteous manner. Ability to work while standing for long periods of time. Ability to establish and maintain harmonious relationships with other employees 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.