

CLASSIFICATION: SENIOR CLERK INTERVIEWER

Class Code: 8127-10

Date Established: 02-10-87

Occupational Code: 1-2-2

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To perform interviews for the purpose of gathering and disseminating data or information concerning agency services or regulations that benefit the general public.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Interviews applicants to determine eligibility for agency programs and refers to the appropriate agency service.
- Exercises partial supervision over other employees performing similar clerical tasks.
- Explains various programs or application procedures and advises individuals of alternative or appropriate courses of action.
- Creates and maintains data or case files and compiles applicable forms and records to update a filing system or computer database.
- Checks completed applications for accuracy and assists in updating old data information or applications.
- Receives and distributes incoming mail and routes incoming phone calls.

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 immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

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.

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: Three years' experience in clerical work, one year of which shall have involved public contact and receptionist work.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Knowledge of the goals and objectives of the department or division programs. Knowledge of the procedures and practices involved in interviewing. 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. 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.