

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: CLERK TYPIST III

CLASS CODE: 1123

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification perform and provide guidance and training to others engaged in performing a variety of clerical support duties including data entry and typing duties.

DISTINGUISHING CHARACTERISTICS:

This is an advanced-level clerical classification in the General Clerical Series – Clerk Typist Group job family within the City of St. Louis. Incumbents in this classification perform a variety of routine and non-routine duties with some moderately complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include responsibility for performance of more complex clerical duties requiring typing as an integral part of the position and requiring considerable knowledge of policies, procedures and operations of the department. Employees in this class function as lead workers or trainers with responsibility for providing functional guidance, assistance or training to other clerical staff. While employees in this class may perform some basic secretarial support duties, secretarial duties do not constitute a majority of the employee's time.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

This is a work leader/coordinator class. Positions have been assigned on a regular basis partial responsibility for coordinating and guiding the work of at least two or more full time equivalent positions performing the same kind of work. The positions themselves may change periodically or on a regular basis. Typical elements of direct control over other positions by a work leader/coordinator include assigning tasks, monitoring progress and workflow, checking the product, scheduling work, and establishing work standards. This may include employees at more than one location. The work leader/coordinator also has been delegated some responsibilities in assisting the employee who has been assigned regular full supervisory authority, responsibility and accountability in regard to the group of employees. Generally, the work leader *has input into supervisory decisions made at a higher level*, and may have authority to sign leave requests and approve/adjust work hours. Positions at this level are designated team or project leader/coordinator work on a regular and recurring basis. However, in addition to the lead/coordinating responsibilities, the incumbent also can be expected to perform the same or highly similar work as the positions over which the incumbent has accountability, on an as-needed basis. Some employees in this class function in a training capacity, rather than a work leader/coordinator capacity, with responsibility for training others on computer operation and software applications.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Schedules, distributes/balances and guides the work assignments of co-workers, according to established work flow/assignment requirements, to assist supervisory staff with timely completion of the assigned work load.

Monitors and reports on co-worker work performance to determine overall conformity to established timetables and quality standards, and to document and communicate employee production levels and training needs.

Trains co-workers, as directed, in specific task, job practices and procedures to improve and maintain the performance levels of these employees.

Establishes, maintains and monitors hardcopy and computer records; performs a variety of routine with some non-routine data entry duties inputting information from forms, applications, vouchers, other source documents and information gained from customers, etc. using a computer and/or computer terminal to establish and update records; generates reports, work orders, billings, etc. from the computer system.

Performs customer services functions; responds to customer inquiries and questions over-the-telephone and at the counter and gathers information to verify information and resolve difficult problems; advises customers of policies, procedures and processes. Responds to customer correspondence.

Receives, reviews and/or processes payments, vouchers, invoices, applications, requisitions, licenses, permits, vital and other records; may issue licenses and permits.

Answers and directs calls; takes messages or refers to appropriate City personnel.

Collects, arranges, compiles, tabulates and summarizes numerical data; makes mathematical calculations to proof and verify accuracy of figures and calculate penalties.

Types and prepares correspondence, personnel-related documents, tables, graphs, charts, and reports.

Opens, date stamps and distributes mail; prepares mailings; post mail on postage meter and record postage used.

Logs information such as batch transmittals, dollar totals, records and other data.

Performs general clerical support duties such as filing, copying, scanning and faxing information.

Some employees in this class train office personnel on the use of personal computers and various software packages; assist in troubleshooting problems with computer software and hardware applications.

May keep simple accounts; posts information to ledger; prepares purchase orders; may reconcile accounts; may assist in the budget preparation; may order office supplies and equipment.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

Human Interaction:

Requires the ability to influence, train and monitor other clerical staff in favor of a desired outcome. Requires the ability to act as a lead person or train others in the use of computer operations and software applications.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a telephone, typewriter, personal computer, computer terminal, calculator, copier, fax, and scanner and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a wide variety of reference and descriptive data and information such as ordinances, codes, requisitions, receipts, invoices, billing statements, transaction forms, worksheets, waivers, forms and purchase orders.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication, and division; calculate decimals and percentages.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as leading, training, and coordinating. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

Physical Requirements:

Requires the ability to exert light physical effort, typically involving some combination of lifting and carrying objects of light weight, five (5) to ten (10) pounds, such as file boxes, mail crates and packages.

Requires the ability to stoop, kneel and bend in order to perform filing duties. Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of sounds such as that associated with answering the telephone.

EDUCATION AND EXPERIENCE STATEMENT:

High school diploma or General Educational Development (G.E.D.) certificate; plus three (3) years of recent, full-time paid clerical/secretarial work experience; or graduation from an accredited two (2) year secretarial college/office assistant program plus one (1) year of recent, full-time paid clerical/secretarial work experience; or an equivalent combination of education, training and experience.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.