



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 481.3

Job Title: **SENIOR CLERK**

Pay Grade: 8

GENERAL SUMMARY:

Performs complex clerical and general office functions, including preparing and maintaining records and files, typing, processing mail and answering telephones.

RESPONSIBILITIES:

- Researches files, retrieves and files documents.
- Prepares and types records and reports.
- Maintains files and records.
- Operates office machines such as calculator, typewriter, and copier.
- May operate a terminal console or related office equipment in fulfilling work assignments.
- Processes incoming and outgoing mail.
- Answers telephone and takes messages; greets and directs visitors.
- Performs a variety of typing assignments including correspondence, reports, charts, etc.
- Assists with various projects as requested.
- Maintains records, checks data and prepares standard reports.
- May train and/or assign and check work of lower level clerks.

SPECIFICATIONS:

KNOWLEDGE:

Ability to read, write, add, subtract and follow oral and/or basic written instructions as might normally be acquired through nine to eleven years of formal schooling. No special knowledge of any subject area or technical field is required.

EXPERIENCE:

One year of clerical experience is required.

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is extremely infrequent with virtually no contact beyond the immediate work unit/area. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is extremely infrequent with virtually no outside contact. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls and answering simple questions.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Clerk
Clerk Typist
Receptionist
Senior Clerk
Administrative Aide

*Effective: October 1990
Revised: December 1991*