

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: FEBRUARY 14, 2007

PRINCIPAL CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is highly important clerical work involving responsibility for the frequent exercise of independent judgment in planning and managing complex clerical activities and for independently performing the more critical and complex functions. The work is performed in accordance with general instructions regarding objectives, policies and procedures. Difficult technical or policy problems are referred to a supervisor for decision or preview of judgment if recommendations are made. Incumbents provide general supervision to subordinate employees and may have supervisory responsibility over the clerical work of a large or complex unit. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Plans, assigns, supervises and reviews clerical work and provides instruction to employees concerning the details of specialized clerical work;
2. Revises and develops improved procedures and methods and institutes those approved by superiors;
3. Receives and reviews complaints and assigns necessary follow-up action;
4. Assists superiors in the preparation of budget information, collection of data, compiling of statistics, and solution of personnel problems;
5. Maintains complex activity control records, schedules work loads and flow, and coordinates the work with that of other units;
6. Maintains complex indexing, coding and filing systems;
7. Supervises and participates in the maintenance of routine financial and stock control records not requiring specialized account keeping training.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; thorough knowledge of the policies, laws and regulations relating to the program of the particular agency; working knowledge of modern office machines and ability to apply it to recurring work problems; ability to plan, assign and supervise the work of clerical assistants; ability to understand and carry out complex oral and written directions; ability to prepare correspondence and reports; ability to deal effectively with the public; good judgment in solving complex clerical problems; initiative and resourcefulness; tact and courtesy; integrity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS (NCCC ONLY):

Candidates must be permanently employed in the competitive class or in a position designated as 55-a and must have served on a permanent basis for two (2) years in a Stenographer, Senior Typist or Senior Clerk position immediately preceding the date of the written examination.

OPEN COMPETITIVE:

Graduation from high school or possession of an equivalency diploma:

AND: Four (4) years of office clerical experience, one (1) of which shall have involved the performance of responsible *clerical tasks.

*Directly responsible and accountable for accuracy and completion of an office clerical segment, function or unit.