

INFORMATION CLERK

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, incumbents of this class are responsible for greeting clients or visitors in a public office; providing routine information; and scheduling appointments with staff members. Incumbents may be required to work on weekends or during evening or night hours. In addition, incumbents are assigned miscellaneous routine clerical work. Supervision is not a responsibility of this position. Does related work as required

EXAMPLES OF WORK: (Illustrative Only)

Furnishes information to the public, visitors, clients;

Receives and directs visitors to proper destinations;

Distributes mail, incoming and outgoing;

Enters and retrieves information in an automated information system;

Keeps simple records or files;

Makes appointments for clients and visitors with staff members;

Notes location of staff members so they can be reached as necessary;

May operate a call directory;

Performs routine clerical tasks, as directed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Ability to understand and carry out oral and written directions; accuracy; reliability; tact; courtesy; pleasing personality; neat personal appearance; good judgment in dealing with public; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) Possession of a high school or equivalency diploma and six months of general clerical experience; or (b) satisfactory completion of 30 credits* at a recognized college or business school may be substituted for the above experience; or (c) a satisfactory equivalent combination of the foregoing training and experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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Job Class Code: C0539
Job Group: III