

SENIOR INFORMATION SYSTEMS CLERK

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class operates automated equipment with an alphanumeric keyboard to enter, verify or retrieve data using various formats and source documents in an on-line automated system, as well as performing a variety of clerical duties such as maintaining office records and files; providing information to the public or to visitors regarding office services; answering telephones and taking messages; preparing or processing forms related to office activities. Supervision is not a regular responsibility of this position; however incumbents may provide guidance to lower level clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Transcribes codes, enters and verifies data from a variety of multi-page source documents in an on-line automated system;

Performs routine clerical tasks such as filing, sorting and routing materials, answering telephones, etc;

Produces printed hard copies of data upon request;

Routes materials back to the appropriate personnel;

Records information received from terminal screens onto a variety of forms and documents;

Audits source documents for completeness and accuracy before entering data;

Makes minor corrections to source documents to comply with specific program instructions;

Maintains and cleans external moving parts of terminal and printer equipment;

Prepares reports, summaries and general information from office records and data in accordance with established procedures;

Maintains and retrieves simple files and records;

Answers telephones and routes inquiries appropriately;

Opens, sorts and routes incoming correspondence, and prepares outgoing mail and materials;

Reports terminals and printer breakdowns to the appropriate parties;

Resolves questions concerning source documents and equipment use;

Performs routine clerical functions associated with the area of assignment;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

May arrange appointments and maintain appointment schedules for office staff;

May prepare requisitions to reorder needed supplies and equipment, as directed;

May assign and review the work of others to ensure completeness and accuracy;

May instruct others on appropriate operations procedures;

May serve as a liaison between the unit and professional staff;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of technical procedures used in entering, verifying and retrieving data; good knowledge of the operation, use and functions of a standard alphanumeric keyboard on automated equipment; knowledge of modern office procedures and terminology; ability to communicate effectively both orally and in writing; ability to develop and maintain effective work relationships with others; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; resourcefulness; tact; accuracy; flexibility; reliability; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma, and one year of work experience which involved the use of automated systems.

SUBSTITUTION: Satisfactory completion of 30 credits* or one year of post high school education at a college or business school may be substituted for the one year of required 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.