

SUPERVISING INFORMATION SYSTEMS CLERK

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for supervising and directing the activities of a unit which enters, verifies and retrieves data from an on-line automated system. Supervision is exercised over a number of subordinate level personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Determines priorities of work and makes assignment accordingly;

Instructs subordinates on appropriate operations and departmental procedures;

Collaborates with supervisors in the implementation of new and revised procedures;

Maintains all records of the unit;

Continually reviews work requirements and re-assigns work to accommodate workload changes and special requests;

Monitors work in process to insure scheduling commitments;

Schedules leaves and breaks for subordinate personnel;

Discusses proper work procedures and standards with operators who fail to meet them;

Establishes and maintains communications with line supervisors and central staff personnel.

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 needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the procedures governing the daily operation of an on-line automated system; thorough knowledge of departmental and division policies and procedures; good knowledge of the principles and practices of supervision; good knowledge of the operation and use of terminals and printers; ability to communicate effectively; ability to interpret written materials from various sources; ability to plan, organize and schedule the unit's operations effectively and efficiently; ability to direct, instruct and supervise the work of subordinate personnel; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; initiative; resourcefulness; tact; accuracy; flexibility; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either: (a) three years of clerical experience in which the primary function was operating or supervising the operation of automated equipment using an alphanumeric keyboard for entering, verifying and retrieving data in an automated system, or (b) satisfactory completion of an acceptable training course in database maintenance and two years of experience as specified in (a) above.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.