

CLERICAL ASSOCIATE

Duties and Responsibilities

This class of positions encompasses clerical and related office activities utilizing manual and automated office systems; duties may include supervision of employees performing routine tasks appropriate to each assignment level. There are four Assignment Levels within this class of positions. Assignment Level IVA is for the exclusive use of the Health and Hospitals Corporation. The following are typical assignments within this class of positions. All personnel perform related work.

Assignment Level I

Under supervision, performs clerical and related work with limited latitude for independent judgment.

Performs clerical work in relation to records, files, invoices and reports using alphabetical and numerical procedures including data/control coding.

Performs ordinary mathematical computations.

Operates a telephone call directory or switchboard.

Performs clerical operations in an assigned area, such as the filing of material and the searching of files for material difficult to locate.

Prepares reports requiring the selection of data from simple records or statistics.

Checks records for accuracy of information and for conformity with established policy and procedures.

CLERICAL ASSOCIATE (continued)

Assignment Level I (continued)

Performs data entry and retrieval using a video display terminal or other automated office systems; maintains related library files.

May perform incidental typing.

Assignment Level II

Under supervision, performs responsible clerical and related work with some latitude for independent judgment. In addition to performing duties of Assignment Level I at a responsible level, also performs duties as follows:

Performs responsible clerical work in various administrative and operational areas by processing, recording, checking, and maintaining records, furnishing information, and preparing reports.

Performs routine data processing functions in the area of production control.

May supervise and instruct a small group engaged in the performance of data entry and retrieval operations.

In the temporary absence of the supervisor, may perform his/her supervisory duties not in excess of 30 work days or 210 hours in a calendar year.

In the Health and Hospitals Corporation, in addition to performing the duties as described above, may also perform duties as follows:

CLERICAL ASSOCIATE (continued)

Assignment Level II (continued)

Compiles and maintains central file of hospital and clinic patient medical records; compiles medical care and census data for statistical reports; maintains indexes on patient, disease, operation, and other categories.

Assignment Level III

Under supervision, with latitude for independent judgment, performs supervisory and/or moderately difficult clerical duties. In addition to performing duties of Assignment Level II at a more responsible level, also performs duties as follows:

Supervises and instructs a small unit or group(s) engaged in clerical activities.

Plans, assigns, and reviews the work of subordinates, and is generally responsible for the satisfactory completion of the work performed in the unit or group(s).

Serves as principal assistant to a supervisor of a large section, or unit.

Performs moderately difficult and responsible clerical work in maintaining and checking various kinds of records.

Assists in preparing and arranging for services and activities in connection with receptions and other public functions.

Supervises the operation of one or more multiple switchboards.

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CLERICAL ASSOCIATE (continued)

Assignment Level III (continued)

Performs moderately difficult data entry and retrieval using a video display terminal or other automated office systems and/or supervises and instructs staff in such routine functions.

Performs responsible clerical work in areas such as personnel administration, payroll, accounts, budgeting, methods and organization, employee benefits administration, and other administrative and operational areas by processing, recording, checking, and maintaining records; receiving and processing payments from the public in the form of cash and non-cash remittances; furnishing information, and preparing reports.

In a shop or field setting, assists in the performance of administrative duties or performs difficult and responsible clerical tasks related to shop and field operations such as: receiving and transmitting radio and telephone messages; maintaining all time and personnel records of shop or field location; preparing other required shop or field reports; requisitioning supplies and maintaining shop inventory control of stock; typing and operating other automated office equipment.

May perform incidental typing using a standard office typewriter, word processing equipment or other automated office systems.

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CLERICAL ASSOCIATE (continued)

Assignment Level III (continued)

In the Health and Hospitals Corporation in addition to performing the duties as described above may also perform duties as follows:

May provide clerical support in hospital patient care units; as directed by medical staff, prepares, compiles, maintains, files, and/or retrieves patient medical records; records diet instructions; requisitions supplies; answers telephones and relays messages to patients and medical staff; directs visitors to patient's rooms, distributes mail, newspapers, etc.; inventories patient's personal effects and stores them following proper procedures.

Assignment Level IV

Under supervision, with latitude for independent judgment, performs one or more of the following:

Supervises personnel performing data processing functions in the areas of data entry, data control/coding, production control, or library.

Under the direction of the unit head, assists in supervising personnel performing responsible clerical and related activities by processing, recording, checking, and maintaining records; receiving and processing payments from the public in the form of cash and non-cash remittances; furnishing information, and preparing reports.

CLERICAL ASSOCIATE (continued)

Assignment Level IVA (In the Health and Hospitals Corporation only)

Under supervision, in addition to performing the duties of the lower Assignment Levels at a more difficult level, also performs one or more of the following duties:

Supervises the activities of a section where clerical support staff are performing routine and responsible clerical tasks in a line operation area. Supervisory activities include, but are not limited to assigning work, scheduling clerical support staff hours, reviewing work of subordinates and ensuring imposed deadlines are met.

Resolves difficult work flow problems associated with manual or automated clerical support systems, often in non-standard situations, by adjusting work procedures and methods.

Qualification Requirements

A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization and one year of satisfactory clerical experience.

Skills Requirement

Keyboard familiarity with the ability to type at a minimum of 100 key strokes (20 words) per minute.

CLERICAL ASSOCIATE (continued)

Direct Lines of Promotion

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| <u>From:</u> | Clerical Aide (10250) | <u>To:</u> | Principal Administrative Associate (10124) |
| # | Office Machine Aide (11702) | | |
| # | Dental Assistant (50101) | ## | Computer Associate (Technical Support) (13611) |
| # | Public Health Assistant (81805) | | |
| # | Public Health Assistant (School Health) (81815) | | |
| # | Public Records Aide (60215) | | |

Permanent employees in the title of Dental Assistant, Office Machine Aide, Public Health Assistant, Public Health Assistant (School Health), and Public Records Aide shall be afforded the opportunity to be promoted to Clerical Associate, Assignment Levels III and IV only, provided that they meet the minimum requirements.

Permanent employees in the title of Clerical Associate shall be afforded the opportunity to be promoted to Computer Associate (Technical Support) provided that they meet the minimum requirements for that title.