

Code: 0431
Administrative Service
Clerical, Accounting and General Office Group
General Clerical Series

CLASS TITLE: **Clerk IV**

CHARACTERISTICS OF THE CLASS: Under general supervision, supervises employees engaged in the performance of routine clerical duties and/or performs clerical duties of a complex nature; and performs related duties as required.

EXAMPLES OF DUTIES: Plans, assigns, supervises and inspects the work of subordinate personnel engaged in the performance of routine clerical activities; oversees the filing, storage and maintenance of departmental files; coordinates and monitors the processing of various forms and documents including applications, requisitions, vouchers, payroll and/or interlibrary loan requests; coordinates and prioritizes work flow; supervises the ordering, storage and distribution of supplies and equipment; supervises staff engaged in reviewing benefit forms to ensure accuracy, completeness, authenticity and employee eligibility; reviews request for information from departmental records and processes requests in accordance with departmental regulations; trains and instructs employees in clerical operations and departmental rules, regulations and policies; supervises the maintenance of accounts of transactions for currency or checks received; reviews and evaluates employees' work performance; prepares a variety of statistical, operating and performance reports.

Codes and prepares input and output data for computer-based systems; reviews daily postings to a variety of accounts, books ledgers and registers; verifies the posting of payments for such items as permits, warrants and license applications; responds to atypical or unique benefit inquiries from employees, hospital representatives and other providers; interviews patients to collect and assess information about their medical and financial status; instructs patients on health facility services, procedures and payment policies; collects patient fees and maintains records and accounts of transactions.

DESIRABLE MINIMUM QUALIFICATIONS:

Training and Experience. Two years of progressively responsible clerical experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Considerable knowledge of general office procedures and practices. Good knowledge of bookkeeping and basic accounting techniques and principles. Good knowledge of payroll and timekeeping operations.

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(Cont'd)

Ability to plan, assign, supervise and review the work of subordinate

personnel. Ability to prepare and maintain reports and records.
Ability to establish and maintain good working relationships.
Ability to maintain work flow in relation to established time
schedules.

Good skill in the application of clerical, accounting, bookkeeping and
general office procedures and practices. Skill in using good
judgement to evaluate situations and make decisions. Oral and written
communication skills.

March, 1990