

PERSONNEL CLERK

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for the performance of varied typing and clerical tasks requiring the exercise of judgment and an understanding of personnel agency procedures and policies. Typically, the incumbent will be assigned to one functional area, such as civil service administration, benefits administration or worker's compensation. However, cross training in all functions of the personnel agency will be required to assure a coordinated effort and coverage during staff absences. The work is performed under general supervision, with unusual problems being referred to a supervisor before action is taken. A Personnel Clerk does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Establishes, compiles, files and maintains a variety of personnel records;
- Types reports, letters and other documents dealing with civil service, personnel benefits administration and labor relations matters;
- Performs reception duties and answers questions about examinations, eligibility, salaries, benefits, workers' compensation and other information;
- Extracts information from files and records and produces reports as required by state and local agencies;
- Maintains detailed civil service and payroll records of employees of various jurisdictions under administration of a civil service agency;
- Mails announcements of examinations, application forms or other documents in response to requests from the public in accordance with distribution instructions;
- Files application forms, test papers and records related to examinations and candidates;
- Rates examinations or reviews and checks objective examination ratings and enters qualifying candidates on eligible lists;
- Certifies names of candidates for appointment to positions of employment;
- Assists in certifying records indicating legality and propriety of civil service personnel transactions;
- Explains various benefit and insurance programs to employees and provides assistance in completion of required forms;
- Audits bills and monitors expenses related to program operation;
- Prepares material for and presents pre-employment sessions to new employees;
- May administer or monitor civil service exams;
- Assures security of various confidential materials associated with the work;
- Utilizes data processing and word processing equipment to record information and produce correspondence, memoranda and reports;
- May attend administrative hearings as a representative of the department.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Working knowledge of the N.Y.S. Civil Service Law; thorough knowledge of policies and procedures of program area to which assigned; good knowledge of office terminology, procedures, and equipment; good knowledge of business arithmetic and English; ability to type and operate alpha numeric keyboard at an acceptable rate of speed; ability to understand and follow oral and written instructions; ability to get along well with others; ability to write legibly; ability to maintain confidentiality; clerical aptitude; mental alertness; neatness; accuracy; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from a standard high school or possession of an equivalency diploma, **AND**

- EITHER:**
- (A) Possession of an A.A.S. degree in business or secretarial studies, plus one year of clerical experience involving personnel transactions, benefit administration or other aspects of the human resource function;
 - Or** (B) Three years of clerical office experience, one year of which must have involved personnel transactions, benefit administration or other aspects of the human resource function;
 - Or** (C) Any combination of training and experience equivalent to (A) and (B) above.