

PRINCIPAL CLERK

GENERAL STATEMENT OF DUTIES: Plans, assigns, reviews and supervises the clerical work of a large or complex unit and independently performs the more difficult and responsible clerical functions; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This is highly important clerical work involving responsibility for the frequent exercise of independent judgment in planning and managing complex clerical activities and independently performing the more responsible and complex functions. The work is performed in accordance with general instructions, regarding objectives, policies and procedures. Difficult technical or policy problems are referred to a supervisor for decision or review of judgment if recommendations are made.

EXAMPLES OF WORK: (Illustrative only)

- Plans, assigns and reviews clerical work and instructs employees in the details of specialized clerical work;
- Revises and develops improved work procedures and methods and installs those approved by superiors;
- Receives and reviews complaints and assigns necessary follow-up action;
- Assists superiors in the preparation of budget information, collection of data, compiling of statistics, and solution of personnel problems;
- Maintains complex activity control records, schedules work loads and flow and coordinates the work with that of other units;
- Maintains complex indexing, coding and filing systems;
- Supervises and participates in the maintenance of routine financial and stock control records not requiring specialized account keeping training.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; working knowledge of modern office machines and ability to apply it to recurring work problems; thorough knowledge of the policies, laws and regulations relating to the program of the particular agency; ability to plan, assign and supervise the work of clerical assistants; ability to understand and carry out complex oral and written directions; ability to prepare correspondence and reports; ability to deal effectively with the public; good judgment in solving complex clerical problems; initiative and resourcefulness; tact and courtesy; integrity; good physical condition.

ACCEPTABLE EXPERIENCE AND TRAINING: Five years of progressively responsible clerical experience and graduation from high school; or any equivalent combination of experience and training.