

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 1998**

CLERICAL SPECIALIST

FLSA STATUS: NON-EXEMPT - PAY GRADE: 3 - C

GENERAL STATEMENT OF JOB

The Clerical Specialist performs entry-level administrative support work for a designated department of the college. Employees in this class possess working knowledge of modern office procedures, have the ability to operate common modern office equipment, and gain greater knowledge and expertise through practical work experience. Incumbents initially work under close supervision until essential knowledge is gained to perform tasks independently. Position has limited discretion in decision-making, and directs more complex issues to supervisor or other more knowledgeable entity.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Provide student and staff assistance via telephone, in person, and/or by mail, e.g., completing forms/applications, explaining procedures, researching information, directing to appropriate entities for assistance.

Perform data entry in the maintenance of various records, files, and/or accounts according to department of placement.

File and retrieve various records, files, forms, and/or related department documents as directed.

Operate typewriters and/or word processors in preparing or transferring various information to prescribed formats, i.e., student records, correspondence, memoranda.

Operate a variety of modern office equipment in performing routine administrative support tasks, i.e., facsimile machines, copy machines, calculators, computer terminals, phone systems.

Function in a front reception capacity for the department, greeting and directing students, parents, faculty and staff; schedules appointments.

Receive, process and distribute department mail, and prepare forms, letters, and parcels for mailing.

May have primary responsibility for overseeing game room activities.

May have primary responsibility for selling and accounting for Artist Series tickets.

May assist with department inventory.

May assist with compiling department reports.

Performs related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate professional staff or administrator.

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SUPERVISION EXERCISED

Employee may act in lead capacity.

MINIMUM QUALIFICATIONS

A high school diploma or high school equivalency degree.

PREFERRED QUALIFICATIONS

Previous administrative support experience that provides working knowledge of modern office procedures and the ability to operate common modern office equipment. Typing may be required.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc.. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc.. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

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Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 7/97