

## **TYPIST CLERK II**

### **Job Summary:**

Under general supervision, performs general clerical work including, but not limited to word processing, typing correspondence, reports, forms, and documents, which requires knowledge of the functions and programs of the division; may perform receptionist duties.

### **Distinguishing Characteristics:**

This is the advanced level class in the Clerical Job Series that requires the incumbent to work under general supervision and within the framework of established procedures. Incumbents are expected to perform the full range of duties of the position with only occasional instruction or assistance.

### **Essential Duties and Responsibilities**

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Types a variety of documents with utmost accuracy, including, but not limited to correspondence, reports, memos, notices, forms, permits, contracts, schedules, meeting agendas, and/or other related materials; proofreads own work and the work of others.
2. Processes routine forms, including, but not limited to, requisitions, receiving reports, invoices, notices, and/or other related items.
3. Develops charts, forms, tables, and/or other materials involving tabulation.
4. Screens incoming calls; takes and transmits messages; maintains calendars; makes photocopies; performs data entry; faxes documents.
5. Responds to requests for information from the general public; answers routine questions; refers callers and/or visitors to appropriate personnel/locations.
6. Establishes and maintains filing systems; files documents alphabetically, numerically, or by other prescribed methods.
7. May perform timekeeping functions, such as inputting payroll and maintaining attendance logs.
8. Receives, sorts, and distributes incoming mailing which may include large and bulk mailings.
9. Monitors and orders office supplies and equipment.
10. May assist on setting up meetings, interviews, training, or similar activities.
11. May transcribe from dictating equipment.
12. Performs related duties as required.

### **Qualification Guidelines**

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

### **Education and/or Experience:**

High school diploma or GED and two and a half (2 ½) years of current, full-time paid experience performing general clerical work, one (1) year of which must have been at the Typist Clerk I level or equivalent. Experience and/or education can be substituted on a year per year basis.

**Knowledge of:**

- Modern office procedures, methods, and equipment
- Record-keeping and filing techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience and courtesy.
- Proofreading techniques.
- Customer service principles.

**Skill and Ability to:**

- Type 45 net words per minute from clear copy.
- Proofread own work.
- Perform clerical work with speed and accuracy.
- Operate standard office machines, including but not limited to, computer and related software, typewriters, calculators, and copiers.
- Learn to transcribe from dictating equipment.
- Learn and apply rules of the division's functions and operations.
- Establish and maintain effective working relationship with others.
- Add, subtract, multiply and divide quickly and accurately.
- Understand and follow oral and written instructions.
- Effectively communicate orally and in writing.
- Organize and complete work according to priority.

**License and Certificate:**

Possession of valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record. Typing certificate of 45 net words per minute obtained within the last 12 months is required at the time of application.

**Physical Requirements and Working Conditions:**

Employee accommodations for physical disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require talking, hearing, and vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform work which is primarily sedentary and repetitive.
- Is subject to inside environmental conditions.
- May be required to work at a computer terminal for long periods of time.