

PRINCIPAL CLERK (SPANISH-SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is a third-level title in the clerical line, involving the integration of a variety of data and the processing of clerical work. The work may also involve some secretarial responsibilities and the incumbent may serve as a troubleshooter within established general criteria. The job requires an understanding of the complete clerical process from an administrative function. The work differs from that of a Senior Clerk in the complexity of assignments and the increased level of independent judgment. The work differs from that of a Principal Clerk in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in Spanish at the fluency level indicated below in the Notes. The work is performed under the general supervision of an administrator and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Integrates data relating to a variety of processes and procedures and instructs employees accordingly;
Identifies issues and resolves problems and/or makes recommendations for solutions;
Answers moderately complex questions related to the clerical processing functions of the office and responds to information either by telephone, email, or letter in both English and Spanish;
Advises and provides information to clerical staff on standard office procedures;
Prepares and coordinates a variety of reports and data;
Reviews documents for completeness, accuracy, and conformity with established procedures and answers difficult questions;
Maintains and/or coordinates the maintenance of related office files and records;
Assists with the preparation of payrolls, payroll transactions and payroll related reports;
Reviews and responds to FOIL requests;
Completes, reviews and may approve paper or electronic vouchers;
Operates standard office machines and utilizes various computer programs and applications for the completion of work assignments;
May perform special clerical assignments, as necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic; ability to coordinate and implement new and revised processes and procedures; ability to prepare correspondence and reports from general instructions; ability to identify and resolve problems; ability to understand and carry out moderately difficult oral and written directions; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relationships with others; ability to read, speak and understand Spanish at the fluency level described below; ability to provide work guidance to others; ability to use computer programs and applications.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of office clerical or business experience, at least one (1) year of which involved supervisory and/or non-routine duties.

(over)

NOTES:

1. Additional qualifying experience or any academic, technical or vocational training may be substituted for schooling on a year-for-year basis.
2. An Associate's degree may be substituted for two (2) years of the required general experience.
3. A Bachelor's degree or higher may be deemed fully qualifying.
4. Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

PROMOTION: One (1) year of permanent status in any senior-level clerical Spanish-Speaking title.