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| MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: Rev May 2005 | CLASS TITLE: CLERICAL PROCESSING SPECIALIST II | CODE: 12103 |
| | MAJOR AGENCIES: BCC (VARIOUS) | PAGE <u>1</u> OF <u>2</u> |

CLASS CONCEPT: Full performance level in clerical occupation under direction requiring independent analysis, exercise of judgment, and considerable detailed knowledge of assigned area's policies and procedures and varied and advanced functions of software specific to assigned area in order to perform specialized clerical duties (i.e., performs mathematical computations using software applications, cross references data and information and a variety of other procedures requiring absolute accuracy), requiring a high degree of skill in applying software functions to produce a wide range of documents that often require complex formats, edit and reformat electronic drafts, and update or revise existing database or spreadsheets as defined in rank 1 job duties 50% of the time.

| RANK | JOB DUTIES | MAJOR WORKER CHARACTERISTICS |
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| 1 | <p>Performs clerical duties of a specialized nature such as personnel or medical area (e.g., searches records, gathers & organizes data, information & summarizes in preliminary reports, clarifies discrepancies & certifies final data, prepares files and compiles information), using office automation equipment and advanced software (e.g., database management) performs mathematical computations, cross-referencing data and information (i.e., uses advanced functions, creates mathematical tables using pre-packaged software and selects recognized statistical formulaic procedures to compute data into statistical information, necessary headings and documentation notes, prepares final reports in format for distribution), processes documents and information received in accordance with established procedures, programs word processing equipment to create, revise and delete document designs as assigned, corrects punctuation and grammar, proofreads for accuracy and completeness.</p> <p>(Performs Related Duties As Required)</p> | <p><u>Knowledge of</u> 11a (public relations), 13 (office practices and procedures), 22 (electronic data processing--personal computer), (agency regulations, policies and procedures)*; <u>Skills in</u> 25b (Word Processing- Microsoft Office), 29 (modern office equipment operation-level of knowledge of software needed to produce a wide range of documents requiring use of advanced software functions to enhance productivity or meet needs of complex formats (e.g., automatic generation of indices and tables of contents; importation of graphics or special symbols; creation of glossaries; and precise alignment of multiple columns); <u>Ability to</u> 30f (deal with problems involving several variables in familiar context), 30h (apply principles to solve practical, everyday problems), 31d (calculate fractions, decimals & percentages), 32e (read short sentences with base, concrete vocabulary), 32h (copy material accurately & recognize grammatical & spelling errors), 32j (maintain accurate records), 32o (prepare meaningful, concise & accurate reports), 33e (gather, collect & classify information about data, people or things), 34d (answer routine telephone inquires from public), (communicate effectively in written and oral form), 35d (demonstrate dexterity (to use fingers easily to perform manual functions repeatedly), (assess questions & provide appropriate information or referral).</p> <p>(*Developed After Employment)</p> |

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| UNUSUAL WORKING CONDITIONS: | MINIMUM CLASS REQUIREMENTS: (Including License, If Any) Equivalent to high school diploma, 12 office automation courses and 2 yrs. clerical experience utilizing PC and advanced function software for spreadsheets and database management. (Other Evidences May Be Substituted) | TRAINING & DEVELOPMENT: |
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CLASS CONCEPT:

| RANK | JOB DUTIES | MAJOR WORKER CHARACTERISTICS |
|------|---|---|
| 2 | <p>Performs general clerical tasks (e.g., processes checks &/or computes totals &/or makes changes in filed data by adding, adjusting &/or deleting materials, researches files for data or information requested, makes corrections to filed data, logs & codes data, maintains files by purging, consolidating or creating files, provides preliminary contact with public, provides information, completes routine forms, maintains accurate records), receives telephone calls and responds to inquiries and complaints, contacts customers, suppliers, or employees outside the function to exchange information when assigned.</p> <p>(Performs Related Duties As Required)</p> | <p><u>Knowledge of 13, 22 *</u>; <u>Skills in 25b, 29</u>; <u>Ability to 30f, 30h, 31d, 32e, 32h, 32j, 32o, 33e, 34d, 35d.</u></p> <p>(*Developed After Employment)</p> |

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| UNUSUAL WORKING CONDITIONS: | MINIMUM CLASS REQUIREMENTS: (Including License, If Any) - OR alternative, equivalent evidence of the Minimum Class Requirements. (Other Evidences May Be Substituted) | TRAINING & DEVELOPMENT: |
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