

## **DUTIES**

Types narrative and tabular material and performs general clerical duties in support of the office staff.

Types correspondence, reports, memoranda, rosters and forms from handwritten, draft, or marked copy, in accordance with established formats.

Maintains office files as directed; retrieves requested information from files.

Receives telephone calls, refers to supervisor, and/or relays messages.

## **FACTORS**

### **1. Knowledge Required by the Position**

Skill in operating word processing equipment. A qualified typist is required.

Knowledge of grammar, spelling, capitalization, and punctuation to identify errors and make corrections.

Knowledge of the filing system to maintain the office files and records.

Knowledge of functions and procedures of the office.

Knowledge of format and clerical procedures used in performing the work.

### **2. Supervisory Controls**

The supervisor assigns work, provides specific instructions, and is available for advice and assistance as needed. Work is spot-checked for accuracy, adequacy, and adherence to instructions and established guidelines. Work is performed exactly as instructed.

### **3. Guidelines**

Guidelines and procedures are specific and well established, readily available, and directly applicable to each task. The employee uses dictionaries, style manuals, etc. Any deviations from these guides must be authorized by the supervisor.

#### **4. Complexity**

Types routine material containing some technical terminology in both rough and final form. Clerical tasks are limited to filing letters, answering telephones, and taking messages. Actions to be taken are clearly indicated with little or no variation in the work.

#### **5. Scope and Effect**

The purpose of the work is to type material for review by the supervisor, maintain office files, receive and refer telephone calls and relay messages. The accuracy and timely completion of assignments contribute to the effectiveness of the office.

#### **6. Personal Contacts**

Contacts are with employees in the immediate office and in related and support units.

#### **7. Purpose of Contacts**

Contacts are for receiving assignments, obtaining instructions, and reporting progress.

#### **8. Physical Demands**

The work is sedentary. There is no special physical exertion required.

#### **9. Work Environment**

The work is performed in an office setting.