

**BOARD OF REGENTS
STATE OF IOWA
REGENT MERIT SYSTEM**

Class Title: Helper - Clerical

Class Code: 1000

Pay Grade: 101

GENERAL CLASS DESCRIPTION:

Under direct supervision and instruction, performs routine and repetitive clerical duties to assist in a temporary capacity (no more than 780 hours per fiscal year) in general office support, telephone surveys, at workshops, conferences, camps and other special events.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Assists in collating, stapling, and distributing handouts, and printed materials.
2. Assists in registering participants at workshops and conferences by checking names, distributing packets, selling tickets and collecting fees.
3. Greets patients and visitors and helps to locate room assignments, campus locations, and local establishments such as dining facilities, local sites of interest and shopping malls and provides directions as needed.
4. Gathers information from prepared questions to complete telephone surveys.
5. Answers the telephone and relays messages.
6. Makes copies and scans and operates facsimile machines.
7. Runs errands both on the campus and away from the campus.
8. Assists with limited inventory and money counting support activities.
9. Performs routine and repetitive clerical tasks.
10. Provides general customer service assistance.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to follow oral and written instructions.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.

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2. Ability to learn to perform a variety of unskilled clerical tasks.
3. Limited skill in operating office equipment.
4. Ability to communicate with staff, students, and the public.

MINIMUM ELIGIBILITY REQUIREMENTS:

Ability to read, write and follow instructions.

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REVISION EFFECTIVE: September 1, 2015