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.
**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of office routines and functions sufficient to refer visitors and telephone calls and to route correspondence by name and functional area.

2. Knowledge of institutional and unit policies, processes and forms.

3. Knowledge of grammar, spelling, punctuation, capitalization, format and clerical procedures.

4. Skill in utilizing computer software and online systems.

5. Skill in operating office equipment.

6. Ability to communicate effectively with staff, students, and the public.

7. Ability to make decisions requiring interpretation and judgment.

8. Ability to follow oral and written instructions and interpret institutional and other policies accurately.

9. Ability to gather, analyze and display data in appropriate format and keep accurate records.

10. Ability to organize the clerical workflow of the office and provide functional supervision to employees.

11. Ability to organize and prioritize multiple tasks.

**MINIMUM ELIGIBILITY REQUIREMENTS:**

1. Any combination of related clerical office experience, related undergraduate education and/or post high school clerical training that is the equivalent to four years of full-time employment and includes the use of word processing.

**REVISION EFFECTIVE:** June 20, 2017