

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

Class Title: Clerk II

Class Code: 1052

Pay Grade: 505

GENERAL CLASS DESCRIPTION:

Under direct supervision, performs clerical work such as computing and coding requiring independent judgment in the application of policies and procedures within the area of assignment and according to stated guidelines. Duties may involve the use of personal computers, computer terminals, and/or a variety of software and conventional office equipment.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Codes, tabulates, posts, and enters fiscal, statistical and other data. May use credit card machines, bar code systems, computers, or cash registers.
2. Assembles standard forms, correspondence, records, and maintains associated files.
3. Prepares, proofs, collects, copies, and cross checks routine documents and generates summary reports. Matches receipts/tickets to statements and maintains account records and other office records.
4. Gathers, collates, processes requests, and classifies information according to established guidelines, requiring independent judgment in the selection of materials and using a variety of communicative sources.
5. Greets and assists the public, patients, students, faculty and staff and provides information relative to the area of assignment and according to established guidelines.

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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KNOWLEDGES, SKILLS, AND ABILITIES:

1. Knowledge of office routines and functions sufficient to relay factual information to visitors and telephone callers and to direct communications.
2. Skill in operating office equipment.
3. Ability to operate a personal computer and related software.
4. Ability to communicate effectively with staff, students, and the public.
5. Ability to follow oral and written instructions.
6. Ability to perform routine arithmetic computations.
7. Ability to collect data, keep accurate records, and prepare reports.
8. Ability to organize and prioritize multiple tasks.

MINIMUM ELIGIBILITY REQUIREMENTS:

Any combination of clerical office experience, undergraduate education, and/or post high school clerical training that is the equivalent to one year of full-time employment.

REVISION EFFECTIVE: January 2, 2002

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