

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES**

Clerk

**SERIES NUMBER**

1211AG

**MAJOR AGENCIES**

Attorney General Only

**EFFECTIVE**

10/28/2018

**SERIES PURPOSE**

The purpose of the clerical occupation is to provide support to administrators & professionals by performing clerical tasks which allow the agency to operate accurately & efficiently.

The levels of the series are distinguished by the complexity of the task, the number of variables involved, the specialization of procedures & the amount of independence exercised by the incumbent.

The series does not include clerical positions whose primary duties are preparing, processing & maintaining accounting records (see Account Clerk series).

**JOB TITLE**

Clerk 1

**JOB CODE**

12111AG

**PAY GRADE**

3

**EFFECTIVE**

10/28/2018

**CLASS CONCEPT**

The entry level class works under immediate supervision & requires some knowledge of clerical systems & procedures in order to perform basic repetitive clerical tasks involving few variables (i.e., incumbents are not free to make work procedural decisions).

**JOB TITLE**

Clerk 2

**JOB CODE**

12112AG

**PAY GRADE**

4

**EFFECTIVE**

10/28/2018

**CLASS CONCEPT**

The full performance level class works under general supervision & requires working knowledge of clerical systems & procedures in order to perform general clerical tasks involving several variables (i.e., incumbents are free to make some work procedural decisions which do not contravene policies).

**JOB TITLE**

Clerk 3

**JOB CODE**

12113AG

**PAY GRADE**

26

**EFFECTIVE**

10/28/2018

**CLASS CONCEPT**

The full performance level class works under general supervision & requires considerable knowledge of clerical systems & procedures in order to perform specialized clerical tasks (i.e., requiring use of multiple computations, cross referencing data or variety of other procedures where absolute accuracy is required) & may serve as lead worker over lower-level clerical staff (i.e., provide work direction & training).

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Clerk 1	12111AG	45	10/28/2018	3

**JOB DUTIES IN ORDER OF IMPORTANCE** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs basic, repetitive clerical duties (does not make work procedural decisions)

- Opens, stamps, sorts & distributes incoming mail & prepares material for outgoing mail
- Counts, sorts, alphabetizes, codes, & logs mail, forms, correspondence, reports, records & other documents
- Files, maintains & retrieves documents, records, correspondence & other documents or materials in accordance with established procedures
- Retrieves & assembles materials from files & other sources
- Makes minor additions, deletions & adjustments to filed information or materials as requested
- Picks up & distributes materials within section
- Copies & scans materials
- Answers telephone, takes messages, transfers calls to appropriate person & provides routine information
- Greets & directs visitors to appropriate individuals
- Enters, retrieves & updates information using personal computer
- Types various materials (e.g., correspondences, labels, documents)

**MAJOR WORKER CHARACTERISTICS**

Knowledge of office practices & procedures\*; addition & subtraction; standard alphabetical, numerical & chronological filing systems; customer service\*. Skill in use of personal computer\*; Microsoft Office\*. Ability to deal with problems involving few variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; sort mail; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another; move limbs/fingers easily to perform manual functions; assess questions & provide appropriate information or referral; cooperate with coworkers on group projects.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

High School Diploma; 3 mos. trg. or 3 mos. exp. in use of personal computer.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Clerk 2	12112AG	45	10/28/2018	4

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Performs general clerical duties (can make some procedural decisions while following established policies)

- Processes documents (e.g., financial &/or budgetary statements, purchase orders, reports, charts, lists, bills, receipts, case files, & registrations)
- Logs, verifies &/or computes totals &/or makes changes to filed data by adding, adjusting &/or deleting materials
- Extracts & compiles requested information &/or data from files
- Logs & codes data &/or materials
- Maintains accurate records, creating, consolidating or purging files as needed
- Provides initial contact with the public & /or visitors
- Disseminates information & answers inquiries from general public, department personnel & other departments
- Completes routine forms
- Performs basic clerical tasks (e.g., open, sorts, & distributes incoming mail; prepares outgoing mail; copies & scans documents; counts, alphabetizes, codes, sorts & distributes materials; greets & directs visitors to appropriate personnel; answers telephone, takes messages, transfers calls, & provides routine information
- Performs other related duties (e.g., types correspondence, documents, labels, forms; enters & retrieves data using personal computer)

**MAJOR WORKER CHARACTERISTICS**

Knowledge of agency regulations, policies & procedures\*; addition, subtraction, multiplication & division; office practices & procedures; standard alphabetical, numerical & chronological filing systems; customer service. Skill in use of personal computer\*; Microsoft Office\*; calculator. Ability to deal with problems involving several variables within familiar context; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another; check pairs of items that are similar or dissimilar; sort mail; move limbs/fingers easily to perform manual functions repeatedly; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

High School Diploma; 4 mos. trg. or 4 mos. exp. in office practices & procedures; 3 mos. trg. or 3 mos. exp. in use of personal computer; 3 mos. trg. or 3 mos. exp. in customer service.

-Or 4 mos. exp. as a Clerk 1, 12111AG.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

Not applicable.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Clerk 3	12113AG	45	10/28/2018	26

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Performs specialized clerical tasks involving multiple processes, procedures, &/or mathematical computations

- May serve as lead worker over lower-level clerical staff by providing training & daily work direction
- Checks accuracy, clarifies discrepancies & certifies information provided by lower-level clerical staff
- Searches records, compiles & organizes data & information & prepares preliminary summary reports
- Checks & reviews a variety of documents for accuracy & completeness
- Cross references various databases & files for accuracy
- Prepares files, compiles information & materials for use by professional staff for legal &/or medical reports or actions
- Performs a variety of mathematical computations
- Answers questions & provides information to general public concerning processes, regulations, forms, registrations, & applications
- Enters, reviews & updates case information into databases using personal computer
- Manages office records &/or files (e.g., creates, maintains, verifies & edits records)
- Performs general clerical duties (e.g., orders & inventories supplies, greets visitors, answers telephone, takes messages, transfers calls, & provides routine information, & completes forms)
- Performs other related duties (e.g., types correspondence, documents, labels, forms; enters & retrieves data using personal computer)

**MAJOR WORKER CHARACTERISTICS**

Knowledge of agency regulations, policies & procedures\*; customer service; office practices & procedures; employee training & development\*; addition, subtraction, multiplication, division, fractions, percentages & decimals. Skill in use of personal computer; Microsoft Office. Ability to deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; read, copy & record figures; read short sentences with concrete vocabulary; copy records precisely without error; gather, collate & classify information about data, people or things; move fingers easily to perform manual functions repeatedly; assess questions & provide appropriate information or referral; cooperate with co-workers on group projects.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

High School Diploma; 8 mos. trg. or 8 mos. exp. in office practices & procedures; 4 mos. trg. or 4 mos. exp. in use of personal computer; 3 mos. trg. or 3 mos. exp. in customer service.

-Or 4 mos. exp. as Clerk 2, 12112AG.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

Not applicable.