

KEYBOARD SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: Keyboard Specialist II is a second level position in the Keyboard Specialist series. Incumbents perform complicated clerical processing and records maintenance activities, perform a variety of office support activities, and a variety of office functions which require the exercise of independent judgment and an understanding of agencies procedures and polices. The work is performed under general supervision, with unusual problems being referred to a supervisor before action is taken. Supervision of staff assigned to Keyboarding and clerical activities may be a responsibility of this position. A Keyboard Specialist II does related work as required.

TYPICAL WORK ACTIVITIES:

- Process clerical transactions for a program governed by multiple procedures, rules and regulations;
- Maintain manual or automated records for a segment of an agency program. Set up records maintenance systems and develop procedures for their use;
- Design clerical processing procedures. Regularly evaluate procedures and initiate or recommend modifications to improve operations;
- Gather, compile and prepare data from manual or automated files and other sources for various reports, publications, records, etc. Design formats for various reports and forms;
- Respond to questions from other units, agencies or the public concerning the operation of the unit or program area;
- Write responses to correspondence and reply to personal or telephone inquiries by providing required data, information or assistance;
- Review forms for subject matter content, completion and accuracy within program segment of expertise and make appropriate determination. Gather additional information as necessary;
- Coordinate schedules for administrative proceedings. Ensure schedule is kept current and answer questions about proceedings;
- Coordinate arrangements for meetings and courses, arranging for rooms, taking attendance and insuring that appropriate materials and equipment are available;
- Operate office equipment such as photocopiers, calculators, computers, printers, typewriters, audiovisual equipment, etc., as necessary to complete assigned tasks;
- Operate telephone equipment, including switchboards;
- May supervise clerical support positions;
- May be required to type correspondence, records and other material in final or draft form.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of office terminology, procedures and equipment; Good knowledge of business arithmetic and English; knowledge of agency policies and program policies, procedures and functions; Ability to read, understand, and apply laws, procedures, rules, and regulations when there are not clear precedents or detailed directions; Ability to manipulate an alphanumeric keyboard to produce letters, reports, charts, and other documents with a high degree of accuracy and within required time frames; Ability to organize materials to establish and maintain electronic and hard copy files; Ability to understand and use basic secretarial and keyboarding reference materials, including equipment, procedure and software manuals, dictionaries, etc; Ability

to use and maintain office equipment and systems; Ability to establish effective interpersonal relationships; Ability to communicate basic information clearly and politely by telephone or in person; Ability to train and supervise subordinate staff; Clerical aptitude; Mental alertness; Tact and courtesy; Good judgment; Physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and two years of clerical office experience and; either

A) Successful completion of a course involving the use of personal computers;

OR

B) Three months experience in a clerical position which regularly required a candidate to utilize word processing or personal computer equipment to produce printed copy;

OR

C) Knowledge of personal computer equipment, operations and functions.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 11/20/08