

LAKE SUPERIOR STATE UNIVERSITY

Classification Specification

FLSA Designation NEHU

Date Issued: January 16, 2012

Department: Counseling

Title: Special Clerk II- Counseling Services

Level: VII

FUNCTION

To provide the necessary clerical skills and provide organizational assistance in the implementation of policies specific to the function of a major department or specialized activity of a department.

SOURCE OF SUPERVISION

Director or Department Head.

DIRECTION EXERCISED

Directs and supervises the work of assigned student helpers; may direct work of employees in lower classification levels.

DUTIES AND RESPONSIBILITIES

Type correspondence, reports and related documents; handle, distribute and dispatch mail; answer phone; order and inventory office supplies; maintain files and special records; operate business machines and related office equipment; maintain departmental payroll records; maintain petty cash.

Collect and organize data for specific departmental use; compile and maintain records specific to departmental functions; receive and distribute information; update, edit and verify information; process transactions; assist in resolving conflicts and problems related to departmental activities; initiate and monitor and follow-up specialized processes; compile statistics and make reports; tabulate and disseminate information to other departments as required.

Act as contact person with customers, vendors, other departments and outside agencies in implementation of the activities of the department; receive and verify shipments and process payment documents; perform accounting functions; schedule, deliver and operate equipment and materials as require; provide information relating to department as required by other departments and outside agencies; assist supervisor or other departmental staff in completion of departmental functions as required, and in planning and organizing departmental activities.

Maintain confidentiality of client records; deal with the public via all modes of communication; calmly and efficiently handle a multitude of situations; prioritize and make sound decisions that affect clients visiting the counseling center; schedule appointments appropriate to client need; act as a contact person for clients, other departments, and outside agencies to make appointments

Perform related duties as assigned.

JOB QUALIFICATIONS

Graduation from high school; typing proficiency - minimum of 40 words per minute; knowledge of office procedures, ability to take dictation and operate transcriber; knowledge of electronic office equipment and business machines; ability to perform basic arithmetic calculations; accurate speller, knowledge of grammar; ability to utilize software programs; four years of experience in office work or four years of formal training related to position.

PHYSICAL AND MENTAL DEMANDS

Ability to hear a normal conversational voice and telephone conversation, with or without a hearing device; ability to speak and be understood under normal circumstances; ability to read and to understand written and spoken language; ability to see with or without vision aid and to concentrate long hours on computer screen. Use of fine motor skills and dexterity to type and input computer information and for use of other business machines. Use of gross motor skills for filing, handling of paperwork and equipment. Ability to communicate with a variety of audiences; ability to understand and work with numbers and detail work. Physical fitness adequate to maintain long hours and work under pressure.

The above statement reflects the general duties considered necessary to describe the principle functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision.

Department Head Signature

Date