

THE CITY UNIVERSITY OF NEW YORK
Classified Civil Service Position Description

Title	CUNY Clerical Associate
Title Codes	04922 Gittleson Titles Group (033)
FLSA Status	Non Exempt (Overtime-Eligible)
Date Issued	11/06/2004

General Duties and Responsibilities

Clerical Associates perform data entry, file maintenance and related clerical activities utilizing manual and automated office systems. They perform work under direct supervision, with some latitude for independent action.

There are two Levels within this position (Level 1 and Level 2).

Qualification Requirements

A four-year High School Diploma or equivalent

OR

One year of satisfactory full-time experience performing data entry, file maintenance, and related clerical duties as described here.

Ability requirements are listed herein.

Direct Lines of Promotion

Promotion opportunity is limited to Permanent incumbents meeting the requirements in the University Job Specification and Examination Notice for the respective title(s).

From: None.

To: None.

General Work Tasks

Assignment Levels I and II

Under supervision, performs clerical operations in various units, following relevant departmental, College, and University procedures. Typical duties are outlined below.

Data Input / Data Entry

- Identifies information for data entry in forms and source documents.
- Enters data (such as words, numbers, academic grades, demographic information, and codes) using a computer keyboard or other device (i.e., dedicated data entry system).
- Checks data input for accuracy and for conformity with established policies and procedures.
- Organizes and labels data input documents (e.g., batching, logging).
- Completes forms utilizing assigned coding system(s).
- May perform incidental typing.
- May prepare or produce reports requiring the selection of data from simple records or statistics.

File Maintenance

- Prepares material for filing, copying, data input, or other event.
- Labels and files materials according to guidelines.
- Searches files for needed materials, including materials that are difficult to locate.
- May utilize automated filing systems and directories.
- May print, scan, photocopy, and/or transmit filed material.

Other

- Performs counts and similar ordinary mathematical calculations.
- Operates a telephone.
- Opens and processes mail related to departmental activities.
- Applies policy and procedures to maintain the confidentiality, security, and accuracy of information as required

Assignment Level II Only

Complex Clerical Operations

- Performs responsible data entry, file maintenance, and related clerical work of moderate to high complexity in various administrative and operational areas by processing, recording, checking, maintaining records, furnishing information, and preparing reports.

Supervision

- Performs routine data entry production control and reporting functions.
- May supervise and instruct a small group engaged in the performance of data entry, filing, and retrieving operations.

Job Characteristics

Required Knowledge, Skills, and Abilities

Key entry and typing skills appropriate to assigned tasks

- For dedicated data entry, data entry speed of at least 10,000 keystrokes per hour using dedicated devices.
- For general office environments, typing at least 40 words per minute using a keyboard.

Operation of common office equipment

- Including, but not limited to: mail-opening equipment, scanning devices, printers, facsimile machines, multi-line telephones, photocopiers, and label-making equipment.

Computer skills

- Files materials electronically.
- Navigates computer directories.
- Looks up information on databases to locate filed materials.
- Prints materials.
- Transmits materials via email or similar method.

Comprehension (verbal, written)

- Accurately follows verbal and written procedures and instructions of simple to moderate complexity, including instructions for data confidentiality, security, and accuracy.
- Accurately proofreads input data, interprets handwritten forms, assigns codes to data, alphabetizes materials, organizes paperwork or forms into groups, and prepares data transmittals.

Mathematical Ability

- Performs counts and similar ordinary calculations.

Additional Requirements (Level 2 only)

- Understands and apply production control procedures.
- Explains clerical policies and procedures to others.
- Demonstrates supervisory principles and procedures (CUNY and department).
- Performs clerical tasks involving multiple processes / departments, and/or work that may require a period of days (or longer) to complete.

Other Work Requirements

CUNY Clerical Associates must be exact and/or accurate in performing work.

Work is performed nearly entirely indoors in office settings.

A significant amount of time is spent working at a desk (seated). File operations may involve going to file locations, accessing files from cabinets and drawers, and transporting files to a desired work location.

Tasks may be performed individually, but typically CUNY Clerical Associates work in a group under direct supervision.

Work Values and Interests

People who are drawn to this position typically value:

- Clearly defined tasks.
- Short-term projects.
- Achieving high standards for accuracy and completeness.
- Functioning as part of an office team.