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Job Specification 20045

HEAD CLERK

DEFINITION

Under direction of an administrative officer in a state department, agency, or institution, has charge of the development and maintenance of clerical procedures and services of a large bureau or small division; interprets details of bureau and/or division policy as they affect clerical work of the department; sees that rules, regulations, policies, and procedures are observed as far as clerical work of the department is concerned; interprets with considerable independence the rules, regulations, policies, and procedures of the department to that portion of the public interested in or concerned with the work of the department; does other related duties as required.

NOTE: The examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.

EXAMPLES OF WORK:

Organizes assigned clerical and supervisory work and develops effective work procedures.

Assigns and instructs individuals and groups and supervises the performance of their work.

Directs training of and supervises work of clerical employees engaged in making determinations involving the application of law and/or established policies.

Reviews and checks established clerical procedures, methods, and devices to develop and maintain maximum efficiency with available personnel, equipment, materials, and supplies and to plan and carry out suitable revisions therein as the need arises.

Maintains records of a confidential nature.

Receives and processes complaints received from outside agencies and from individuals.

Talks with employees who have grievances and when possible makes suitable adjustments.

Confers with persons who desire detailed information concerning department law, regulations, policies, and procedures, and interprets such laws, regulations, and procedures in accord with established policies.

Assembles materials for and prepares bulletins, pamphlets, circulars, and reports.

Supervises work operations and/or functional programs and has responsibility for employee evaluation and for effectively

recommending the hiring, firing, promoting, demoting, and/or disciplining of employees.

Prepares detailed and/or technical correspondence and correspondence of a confidential nature.

Prepares statistical and other reports containing findings, conclusions, and recommendations.

Supervises the establishment and maintenance of records and files.

Will be required to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

REQUIREMENTS:

EXPERIENCE:

Three (3) years of experience in work involving the processing of technical clerical work which involves independent interpretation of rules, regulations, policies, and procedures.

LICENSE:

Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.

KNOWLEDGE AND ABILITIES:

Knowledge of problems encountered in planning a complex clerical program, in organizing assigned clerical and supervisory work, and developing effective work procedures.

Knowledge of approved English usage, filing systems, statistical procedures, and business and office equipment and machines and their advantages and limitations.

Knowledge of office methods, practices, routines, machines, and equipment and of the internal organization, personnel, functions, and established regulations, policies, and procedures of the department after a period of training.

Ability to comprehend office methods, practices, routines, machines, and equipment, and the internal organization, personnel, functions, and established regulations, policies, and procedures of the particular department after a period of training.

Ability to organize assigned clerical and supervisory work, analyze problems arising therein, and develop effective work methods.

Ability to assign and instruct clerical employees and supervise the performance of their work.

Ability to comprehend filing systems, procedures, business machines, and office equipment with due appreciation of their advantages/disadvantages.

Ability to receive and where possible adjust complaints originating within or without the department.

Ability to interpret laws, regulations, policies, procedures, and methods to persons within or without the department.

Ability to prepare detailed, technical, and confidential correspondence.

Ability to prepare and supervise the preparation of statistical and other reports containing findings, conclusions, and recommendations.

Ability to establish and supervise the maintenance of records and files.

Ability to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

Ability to read, write, speak, understand, and communicate in English sufficiently to perform the duties of this position. American Sign Language or Braille may also be considered as acceptable forms of communication.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

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