

# Classification Specification: Clerk

Classification Number: 12111                      Pay Grade:  
Effective Date: April 14, 2014                      Current Exemption Status: Nonexempt

## Position Summary

Provides clerical support, including filing, data entry and distributing mail. Answers phones and greets visitors. Resolves issues with customers as directed. May provide guidance to temporary employees or student workers.

## Essential/Primary Duties

- Responds to external and internal customer inquiries and issues in-person, by phone and via email according to guidelines and policies. May contact third parties to resolve issues as directed.
- Enters data into database, checks entries for accuracy and corrects errors as needed to maintain accuracy.
- Creates and closes work orders.
- May reconcile and deposit proceeds from various collection points. Receives and disburses cash whether currency, credit card, checks or other payment forms.
- May provide guidance to temporary/external employees or students in the department.

## Experience and Education

### Experience

- No previous related experience required

### Education

- High school diploma or GED required

## Physical Requirements

Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 pounds.

## Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

# Classification Specification: Clerk

## Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Knowledge of basic computer skills
- Ability to access and maintain document imaging systems, including scanning and filing documents
- Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
- Ability to operate computers and peripheral equipment such as printers

## Supervisory Responsibility

### Full-Time

None

### Part-Time

None

## Providing Direction

### Full-Time

None

### Part-Time

Temporary employees

## Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.