



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

OFFICE CLERKS, GENERAL

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Office Clerks, General-B	R9061B	25	
Office Clerks, General-O	R9061O	30	
Office Clerks, General-A	R9061A	40	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.

Nature of Work

General office clerks have responsibilities that often change daily with the needs of the specific job and the employer. Some clerks spend their days filing or keyboarding. Others enter data at a computer terminal. They also operate photocopiers, fax machines, and other office equipment; prepare mailings; proofread documents; and answer telephones and deliver messages. Clerks may sort checks, keep payroll records, take inventory, and access information; they also perform duties unique to their employer. The specific duties assigned to clerks vary significantly, depending on the type of office in which they work.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role perform routine clerical tasks, such as sorting and distributing mail, preparing correspondence, making photocopies, stuffing envelopes, or recording inquiries.

Recommended Education and Experience for Full Performance

Eighth grade and six (6) months experience in an office administration.

Minimum Qualifications

Eighth grade education.

Operational

- Employees in this Role Independently perform a variety of clerical duties.

- Employees perform filing, typing, data entry, word processing, and other computer software applications; operate photocopiers, fax machines, and other office equipment; prepare mailings; proofread copies; sorting and distributing mail; answer telephones and deliver messages.

Recommended Education and Experience for Full Performance

High School diploma or GED and one (1) year experience in office administration and/or customer service.

Minimum Qualifications

Eighth grade education.

Advanced

- Employees in this Role coordinate a clerical operation of a general nature and may provide training to less experienced clerks.
- Employees maintain financial or other records; verify statistical reports for accuracy and completeness; perform highly specialized clerical work; handle and adjust customer complaints; take inventory of equipment and supplies; prepare deposits; answer questions on departmental services and functions; may make travel arrangements; handle deposits and monetary transactions and perform audit functions.

Recommended Education and Experience for Full Performance

High School diploma or GED and one and a half (1.5) years experience in office administration and/or customer service.

Minimum Qualifications

High School diploma or GED and three (3) months experience in office administration and/or customer service.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related

documents.

Speaking — Talking to others to convey information effectively.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Time Management — Managing one's own time and the time of others.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Service Orientation — Actively looking for ways to help people.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 09/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.