

SENIOR INTAKE CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is moderately difficult clerical work requiring a general understanding of specific law, office rules, procedures, and policies related to eligibility as well as an ability to meet and direct the public. The position calls for the exercise of independent judgment in the application of prescribed procedures and methods and ability to resolve issues. In order to meet the agency's high volume needs, ability to troubleshoot, prioritize and complete a multitude of work processes is necessary. For the most part work is performed under general supervision. Supervision of Intake Clerks, Clerk-Typists and Work Experience individuals is required. Due to the fast-paced environment, it is often necessary for the incumbent to actively assist with routine tasks. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees subordinates and resolves issues to ensure the unit is running smoothly and efficiently;
Answers questions regarding specific law, office rules and regulations, procedures and policies of the agency;
Attends supervisory staff meetings and relays pertinent information to subordinates;
Trains staff and is available to troubleshoot problems as they arise;
Completes staff evaluations encouraging and reinforcing the expectations of the unit;
Conducts interviews involving the hiring of new staff within the unit;
Acts as a working supervisor, actively assisting with evaluating an applicant's need for emergency assistance, reviewing application forms and providing various clerical duties of Intake Clerk and Clerk Typist titles, as needed;
Maintain the working schedule for the unit, approving requested time off;
Oversee the maintenance of copier and printers.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL

CHARACTERISTICS: Good knowledge of office terminology, procedures, practices and equipment; good knowledge of business arithmetic; ability to work effectively with other employees; ability to meet with the public; ability to review documentation related to the application for assistance; ability to grasp basic applicable regulations governing the various programs offered by the Department; ability to understand and follow oral and written instructions; ability to record information legibly and accurately; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to research State and Local electronic databases in order to resolve problems with client benefits; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to instruct and direct the work of subordinates, using skills of counseling, coaching and confrontation; ability to remain calm and effective when encountering irate/stressed clients; tact and courtesy in dealing with the public; clear pleasing voice and manner of speaking; sound judgment; emotional maturity; physical condition commensurate with the demands of the position.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS, Cont'd:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.

MINIMUM QUALIFICATIONS:

EITHER:

- A. Possession of an Associate's Degree or higher in Business Administration, Office Technology or a related field, and two (2) years of full-time, paid clerical experience which included dealing with the public on a daily basis, use of phones and typing;

OR:

- B. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education and four (4) years of full-time, paid clerical experience which included dealing with the public on a daily basis, use of phones and typing;

OR:

- C. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education and any equivalent combination of training and/or experience indicating the ability to perform the duties of the job.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Competitive Class
Adopted 2/22/11, 2/12/24