



**Classification:** Clerk IV (FFD)

**Title Code:** V00008

**Pay Range:** 15

**POSITION SUMMARY:** An employee in this position provides administrative and secretarial support and maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff. Work includes duties requiring knowledge of office routine and an understanding of departmental procedures. The employee is expected to exercise judgment and initiative in the performance of assigned duties; however, general supervision is provided by the division assistant director.

**DESCRIPTION OF DUTIES PERFORMED** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Provides administrative and secretarial support for the division; recognizes division director's and assistant division director's priorities; schedules meetings and appointments for supervisor; makes arrangements for conferences and meetings and assembles established background materials.

Assists in tracking various leases statewide to include; sending lease documentation to senior staff for final approval, filing lease/Memorandum of Understanding agreements, gathering information via phone calls and emails, and assisting the Director with other related duties.

Screens telephone calls, visitors, and incoming correspondence; answers all complaint calls, calls on regulations, and calls on division compliance. Opens and distributes mail to proper sources.

Composes or drafts correspondence involving division correspondence, reports, and forms; reviews all division correspondence for typographical accuracy, proper format, internal consistency, and conformance with department procedures.

Collects information from files or staff for routing inquiries or periodic reports; refers non-routine requests to supervisor or staff.

Informs division personnel statewide on all changes on federal regulations involving the division; tracks internal reports applicable to the division and forwards information to the troops and/or Professional Standards Division.

Identifies and resolves various problems that affect the orderly flow of work of the division; determines when new procedures are needed for changing situations and devising and implementing alternatives.

Develops and maintains internal reports and other division files; compiles records and reports as necessary in appropriate spreadsheets and/or databases.

Serves as the division's timekeeper; approving and running paid projects reports and correcting discrepancies in SAM II; serves as back up for depositing checks.

Serves as warranty claim administrator; responsible for coding and submitting manufacturer warranty reimbursement claims for worked performed on vehicles/vessels at garage operations.

Manages Wright Express account, which includes requesting, editing, or terminating cards. Assigns and/or terminates Driver ID numbers.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Considerable knowledge of business English, spelling, and arithmetic.

Considerable knowledge of modern office practices, procedures, and equipment.

Knowledge of the methods and equipment used in data entry for computer utilization.

Knowledge of the application and interpretation of departmental policies and procedures.

Knowledge of vehicle and watercraft titling and licensing requirements for the Department of Revenue.

Ability to learn assigned clerical tasks within a reasonable time, to adhere to prescribed routines, and to develop some skill in the operation of office appliances.

Ability to maintain complex clerical records and files.

Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.

Ability to type and operate a standard keyboard.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED** (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):

Possession of a high school diploma or equivalent and possess five years of relevant experience.

**FLSA STATUS:** Non-Exempt

**WORK SCHEDULE:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.