

Job Class Profile: Clerk I**Pay Level: CG-15 Point Band: 236-249**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	2	3	3	1	1	2	1	2	
Points	47	33	19	14	30	22	41	21	21	248

JOB SUMMARY

The Clerk I performs general clerical work which involves well-defined procedures and techniques in support of an organizational unit.

Key and Periodic Activities

- Sorts and files correspondence and documents alphabetically, numerically, or by other established classification; removes materials from files upon request, records movement of file materials, and otherwise maintains files.
- Receives, date stamps, sorts and distributes mail. Prepares materials for mailing.
- Answers telephone calls, provides information and/or directs the call to the appropriate person.
- Operates standard office equipment such as photocopiers and facsimile machines.
- Assists in a hospital operational unit by maintaining patient and other records and other standard clerical duties.
- Acts as receptionist directing individuals to the proper location.
- Maintains a weekly and monthly count of charts and phone calls.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of maintaining file system.

Formal Education and/or Certification(s):

- Minimum: Completion of a High School Diploma.

Years of Experience:

- Minimum: No experience required.

Competencies:

- Keyboarding skills and ability to operate general office equipment such as photocopiers and facsimile.

Interpersonal Skills

- Interpersonal skills include listening to requests for information from others and asking questions to ensure understanding of information requested.

- Communications occur with employees within the immediate work area and throughout the organization, supervisors and/or managers and clients/general public.
- Most significant contacts include employees within the department requesting charts/patient information, clients/doctor's office looking for information, and the supervisor/manager.

EFFORT

Physical Effort

- Work demands occasionally result in fatigue, requiring periods of rest.
- Required to lift boxes of charts, paper and/or office supplies, the majority of which are less than 10 lbs., but occasionally can weigh up to 50 lbs. A cart or trolley is also available when moving charts and files from the filing room/registry to an office. Files may be stored on shelves of varying heights sometimes requiring the use of a step ladder.
- Constantly required to lift, reach, bend, and walk when retrieving and storing files. Work also requires a considerable amount of time keying information into a computer.

Concentration

- **Visual** concentration is required constantly for keyboarding, recording MCP numbers, retrieving and returning files in an alphabetical or numeric classification system.
- **Auditory** concentration is required as the office environment is typically very busy and active with requests being received by telephone, in person and/or facsimile with high levels of noise.
- **Repetition and eye/hand coordination** is required when viewing and identifying lists of files from a computer.
- **Exact results and precision** is needed to ensure charts are filed in the exact location and order.

Complexity

- Performs a series of tasks or activities that are similar/related in terms of the skills and knowledge used and where the tasks are usually well-defined.
- The most typical challenge is locating lost or misplaced charts/files.
- Co-workers, supervisors and/or policies and procedures are in place to assist with typical challenges.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are highly monitored and controlled.
- Has authority to request charts/files from storage and arrange for transport of files from one site to another within established procedures.
- Must exercise discretion to ensure that charts/files are not visible when transporting and that information contained in the files is not discussed.
- Policies and procedures as well as supervisor/managers are on site to provide direction and assistance.

Impact

- Work impacts are primarily felt within the immediate work area or by the unit requesting

information.

- Errors or delays in retrieving the required information could delay/impact patient care.
- Errors in filing may not be identified until the file is required at a later date.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to provide orientation and/or guidance.

WORKING CONDITIONS

Environmental Working Conditions

- Does not require any special precautions or safety equipment.
- No unusual adverse environmental conditions exist.
- Occasionally may be exposed to unusual distracting noise, glare, limited lighting and a lack of privacy.