



DALLAS COUNTY JOB DESCRIPTION

Job Title:	Clerk V	Job Code:	6006100	Job Grade:	09
Reports To:	Department Head or Manager	Pos. No:	Various	FLSA Code:	N
Department:	Various	Loc. Code:	Various	SIC Code:	9131
				WC Code:	8810
Division:	Various	CS Code:*	A, B, C, or D	EEO Code:	F01

Summary of Functions: Performs first line supervision of support staff which includes: hiring, training, directing and evaluating clerical/support staff; and researching/resolving more complex issues relating to programmatic functions.

Management Scope: First line supervision of a clerical/support staff.

Duties and Responsibilities:	% of Time	Essential Non-essential
1. Supervises, coordinates and trains clerical staff to: <ul style="list-style-type: none"> • Receive, file, and process documents; • Maintain records/files/reports; • Receive and deposit fee/fines collected; and • Provide excellent customer service. 	30	E
2. Ensures effective delivery of services by: <ul style="list-style-type: none"> • Assigning and coordinating tasks; • Monitoring assignments for accuracy, compliance, and timeliness; • Providing feedback to clerical support staff; and • Collecting data for performance measures. 	20	E
3. Supports departmental management by: <ul style="list-style-type: none"> • Scheduling and coordinating all programmatic activities; • Meeting regularly with the Elected Official/Department Head to establish goals and objectives and updates on programs for staff; • Researching and keeping abreast of legislative issues; • Implementing policies and procedures for full compliance; and • Establishing and maintaining effective relationships with staff and other team members. 	20	E
4. Researches and resolves more complex issues related to the program function and prepares responses to inquiries as well as develops standard operating policies and procedures for staff training and development.	15	E
5. Assists Elected Official/Department Head with employee related issues by:	10	E

- Serving on an interviewing team;
- Coordinating all leave activities;
- Maintaining time and attendance data;
- Ensuring employees attend appropriate training; and
- Prepares performance appraisals and makes recommendations on staff to the Elected Official/Department Head.

6. Performs other duties as assigned.

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* *The Code depends on the Department where the position is located and/or funded in accordance with 86-1 of Dallas County Code.*

Minimum Qualifications:

Education, Experience and Training:

Graduation from an accredited high school/GED program. Five (5) years of job related experience or 75 hours of college or combination of the two.

Special Requirements/Knowledge, Skills & Abilities:

Ability to type 35 wpm or 70 kspm. Experience with personal computer, word processing software, and other office equipment. Candidates for all clerical, administrative and/or secretarial positions will be required to take and pass at least one skill(s) test(s) which will be determined by the Elected Official or Department Head based on the position and the operational needs of the department. Testing may include one or more of the following: 10-key, Coding, Data entry, Filing, Grammar, Math, MS Excel, MS Word, Proof Reading, Spelling, Sorting, Timed Typing (3 minute). Ability to effectively communicate verbally and in writing, make decisions in accordance with established policies and procedures, organize, plan and assign work, and to interact effectively with a group of employees.

Physical/Environmental Requirements:

Normal office environment. Ability to lift up to 25 pounds, unassisted.

Hay Points/Point Factor:

HS12=100, EXP5=50, VM2B=15, PD1A=5, WH1A=5, WE1A=5, IC2B=25, DL4=30, PS3=25, RE2A=15, SF3A=25, TTL: 300

Supervisor Signature _____

Date _____

Reviewed by Human Resources/Civil Service on _____

Date 5/2003

Approved by Civil Service Commission on _____

Date 6/16/2003

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. The percentage of time devoted to each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.