

Jurisdictional Class: Competitive  
Adopted: April 8, 1988  
Revised: June 25, 2010

**PRINCIPAL CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** This is highly important clerical work involving responsibility for the frequent exercise of independent judgment in planning and overseeing complex clerical activities and independently performing the more important phases of such work. Work is performed under limited supervision and in accordance with generally accepted clerical objectives, policies, and procedures. Difficult technical or policy problems are referred to a supervisor for decision or review of judgment where recommendations are initiated. Supervision is exercised over the work of clerical staff. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Plans, assigns, and reviews clerical work and instructs clerical staff in the details of specialized clerical work;  
Revises and develops improved work procedures and methods and installs those approved by supervisors;  
Receives and reviews complaints and assigns necessary follow-up actions;  
Assists in the preparation of budget information, collection of data, and compiling of statistics;  
Maintains complex activity control records, schedules work loads and flow, and coordinates the work with that of other units;  
Maintains complex indexing, coding, and filing systems;  
Supervises and participates in the maintenance of routine financial and stocks control records not requiring specialized account keeping training;  
Operates copying machines, fax machines, scanners, laminators, and other office equipment;  
Is responsible for the maintenance of personnel records and assists in the solution of personnel problems;  
Conducts routine correspondence on matters where policies and procedures are well defined.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Thorough knowledge of business terminology, procedures, and equipment;  
Thorough knowledge of business arithmetic and English;  
Thorough knowledge of policies, laws, and regulations relating to the program of the particular agency;  
Working knowledge of modern office machines and ability to apply it to recurring work problems;  
Ability to plan, assign, and supervise the work of clerical staff;  
Ability to understand and carry out complex oral and written directions;  
Ability to prepare correspondence and reports;  
Ability to deal effectively with the public;  
Sound judgment in solving complex problems.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma and five (5) years of progressively responsible clerical experience.

**NOTE:** Training beyond high school in secretarial science or related field may be credited for experience on a year-for-year basis up to two (2) years.