



**CITY OF DOVER, NEW HAMPSHIRE**  
**Supplemental Position Description**

<p><b>Position:</b> Clerk Typist - II</p> <p><b>Classification-Series:</b> Clerk Typist – II-</p> <p><b>Occupational Grouping:</b> Administrative Support Services</p> <p><b>Organizational Unit:</b> Planning Department</p>	<p><b>Position Control No:</b> XX-XX-XX-XX</p> <p><b>FLSA Status:</b> Non-Exempt, Regular PT 29 hrs/wk</p> <p><b>Union - Grade:</b> DMEA – Classification Grade 11</p> <p><b>Primary Job Location:</b> City Hall, 288 Central Avenue</p>
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**JOB SUMMARY:** Performs routine and more difficult clerical work in answering phones, receiving the public in providing customer assistance, cashiering, data entry, and scanning, along with skilled use of Microsoft Word, Excel, and Access.

**ACCOUNTABILITY:** Works under the general supervision of an administrative supervisor or department head who makes assignments and reviews work upon completion for accuracy and compliance with instructions.

**SUPERVISION EXERCISED:** None

**TYPICAL EQUIPMENT USED:** Computer; telephone; calculator; typewriter; digital recording devices, copy and facsimile machines, and optical scanning/retrieval equipment.

**TYPICAL WORK ENVIRONMENT:** Inside: 100%      Outside: 0%

**DUTIES AND RESPONSIBILITIES** (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class):

1. Type forms, statements, letters, receipts, vouchers, departmental reports, permits, and other material from copy, rough drafts, dictating machine or general instructions.
2. Scan and process archival documents in preparation for the City website.
3. Composes and types form letters and other routine correspondence, and prepares rough draft narratives and tabulations.
4. Maintains an appropriate level of confidentiality with regards to vital records and related activities of the office.
5. Processes and files applications, recordings, and documents in accordance with established systems.
6. Assists in receiving, stamping and distributing of incoming mail and processes outgoing mail.
7. Attends a counter, telephone console or reception desk; receives incoming telephone calls; supplies information, reports procedures and departmental policies both in person and over the telephone, also directs customers to other city departments.
8. Issues various licenses, certificates, and permits; accepts required fees, and keeps appropriate records.
9. Collects money and checks, verifies calculations of bills. May also perform general office bookkeeping functions such as posting and balancing cash collections and receipts.
10. Assures proper maintenance of various office machines including typewriter, telephone, adding machine computer, printer and related equipment.

11. Establishes and maintains effective working relationships with employees, other departments and agencies, and the general public.
12. Maintains familiarity with and executes safe work procedures associated with assigned work.
13. Performs other related duties as required.
14. Attend and take minutes for Planning Board, Zoning Board, and DBIDA meetings and other meetings as directed by the Planning Director.

**TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:**

<p><b>LIFT:</b>          -up to 10 lbs.: Occasionally required.          -11 to 25 lbs.: Rarely required.          -26 to 50 lbs.: Not required.          -over 50 lbs.: Not required.</p> <p><b>CARRY:</b>          -up to 10 lbs.: Occasionally required.          -11 to 25 lbs.: Rarely required.          -26 to 50 lbs.: Not required.          -over 50 lbs.: Not required.</p> <p><b>REACH:</b>          -above shoulder height: Rarely required.          -at shoulder height: Occasionally required.          -below shoulder height: Occasionally required.</p>	<p><b>PUSH/PULL:</b> Occasionally required.  <b>TWISTING:</b> Occasionally required.  <b>BENDING:</b> Occasionally required.  <b>CRAWLING:</b> Not required.  <b>SQUATTING:</b> Rarely required.  <b>KNEELING:</b> Not required.  <b>CROUCHING:</b> Rarely required.  <b>CLIMBING:</b> Rarely required.  <b>BALANCING:</b> Not required.  <b>GRASPING:</b> Frequently required.  <b>HANDLING:</b> Frequently required.  <b>TORQUING:</b> Occasionally required.  <b>FINGERING:</b> Frequently required.</p>
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**DURING AN 8 HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:**

<p><b>CONSECUTIVE HOURS:</b>          Sit: 3 hours          Stand: 1 hour          Walk: 1 hour</p>	<p><b>TOTAL HOURS:</b>          Sit: 6 hours          Stand: 1 hour          Walk: 1 hour</p>
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**COGNITIVE AND SENSORY REQUIREMENTS:**

<p><b>TALKING:</b> Necessary for communicating with others  <b>HEARING:</b> Necessary for receiving instructions and information.  <b>SIGHT:</b> Necessary for performing job effectively.  <b>TASTING &amp; SMELLING:</b> Not required.</p>
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**TYPICAL WORK SURFACE(S):** Standard office desk and chair; service counter; tables; computer work stations; scanner; carpet, tile, concrete and wood floors.

**TYPICAL CONTROLS & EQUIPMENT:** Key board/pad; computer mouse; optical scanner; telephone; console/switchboard equipment.

**SUMMARY OF OCCUPATIONAL EXPOSURES:** May be exposed to copier and printer toner.

**KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:** Knowledge of modern office practices, procedures and equipment. Knowledge of business English, spelling, vocabulary and arithmetic. Working knowledge of personal computer hardware and software including familiarity with the use of various software applications including word-processing, electronic spreadsheets and data bases. Ability to type accurately and rapidly (minimum

of 50-80 words per minute). Ability to make relatively complex arithmetic computations and tabulations. Ability to understand and follow moderately-complex oral and written instructions. Ability to make minor decisions in accordance with departmental policy. Ability to maintain administrative, fiscal and general records and to prepare reports and answer questions from records. Ability to maintain effective working relationships with department heads, employees, and the public and to deal with service problems courteously and tactfully.

**EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS:** Minimum High School diploma or equivalent. One (1) year of vocational training preferred. In addition, 1-2 years office experience or general clerical work preferred. Valid Drivers License.

**SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):**

<input type="checkbox"/> 1. None.	<input type="checkbox"/> 6. 1 to 2 years.
<input type="checkbox"/> 2. Short demonstration up to 30 days.	<input checked="" type="checkbox"/> 7. 2 to 4 years.
<input type="checkbox"/> 3. 30-90 days.	<input type="checkbox"/> 8. 4-10 years.
<input type="checkbox"/> 4. 91-180 days.	<input type="checkbox"/> 9. Over 10 years.
<input type="checkbox"/> 5. 181 days to 1 year.	

**OTHER CONSIDERATIONS AND REQUIREMENTS:** The minimum requirements listed above may be satisfied by having any equivalent combination of education and experience, which demonstrates possession of the required knowledge, skills and abilities.

Classification Established: 07/01/96

Job Description Developed: 07/01/96

Revised: 07.22.2013