



## University System of Maryland Job Class Specification

**TITLE: OFFICE CLERK II**  
**FLSA: NONEXEMPT**  
**EEO6: H40**  
**IPEDS-SOC: 43-9061**

**JOB CODE: N050C2**  
**JOB TYPE: SYSTEMWIDE**  
**JOB FAMILY/SERIES: OFF CLK**

**APPROVED BY:**  
**Chancellor Donald N. Langenberg**

**EFFECTIVE DATE: 07/01/1996**

### **JOB SUMMARY**

Under general supervision, performs complex clerical work requiring the application of varied procedures and specialized methods. May provide guidance and instruction to office clerks and assistants.

### **PRIMARY DUTIES**

1. Assists in coordination of clerical work for a department or program. Plans work flow of assigned clerical tasks or function.
2. Processes a variety of documents requiring knowledge of relevant departmental policies and procedures and interaction with others. Assembles, compiles, and edits data and records. Prepares worksheets, and reports.
3. Identifies and resolves clerical processing problems. Recommends new or revised procedures.
4. Receives and directs calls and visitors. Responds to moderately complex inquiries requiring research or interpretation of departmental policies and procedures. Makes referral to professional staff or others as appropriate.
5. Maintains manual and automated record-keeping and filing systems. Enters and retrieves data. Codes, sorts, and files documents and materials.
6. Reviews and verifies statistical and other reports for completeness and accuracy of computations.
7. Operates office equipment such as personal computers, typewriters, calculators, facsimile machines, and photocopiers.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of

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this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

### **MINIMUM QUALIFICATIONS**

EDUCATION: High School Diploma or GED

EXPERIENCE: Two years in clerical work.

OTHER:

### **REQUIRED KNOWLEDGE/SKILLS/ABILITIES**

General knowledge of office practices, procedures, and equipment; of grammar, spelling and punctuation. Skill in preparing reports; in operating manual and automated office equipment; in performing mathematical computations; in performing routine clerical tasks; in filing documents according to alphabetic and numeric sequences. Ability to plan and independently perform specialized clerical tasks; to understand and interpret department policies and procedures; to communicate effectively both orally and in writing; to follow oral and written instructions; to establish and maintain effective work relationships; to operate personal computers and assigned word processing and spreadsheet software.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

### **CONDITIONS OF EMPLOYMENT**