

Housing Authority of the Cherokee Nation

Human Resources Job Description



Job Title: CLERK III

SUMMARY: Writes, types, or enters information into computer to prepare correspondence, bills, statements, receipts, checks, or other documents, copying information from one record to another. Performs routine clerical and typing tasks involved in processing varied office materials such as form letters, requisitions and envelopes. Verifies information for accuracy and completeness against existing records; post information to records or ledgers; issue equipment. Greets callers and assists them with general problems or complaints; answers telephone and/or switchboard; refers calls or takes accurate and complete messages.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Include the following. Other duties may be assigned.

Writes, types, or enters information into computer to prepare correspondence, bills, statements, receipts, checks, or other documents, copying information from one record to another.

Performs routine clerical and typing tasks involved in processing varied office materials such as form letters, requisitions and envelopes.

Will be required to obtain and verify confidential information.

Verifies information for accuracy and completeness against existing records; post information to records or ledgers; issue equipment.

May be required to complete applications for eligibility of services. Including securing and reviewing backup documentation. Computing income and determining hours of care for which client is eligible, and may issue proper documents to clients for eligibility continuation.

Files and retrieves applications and records in accordance with established procedures and filing systems; research lost or missing applications or records in accordance with established

PREPARED BY: HUMAN
RESOURCES

DEPARTMENT: AS ASSIGNED

REPORTS TO: AS ASSIGNED

FLSA STATUS: NON-EXEMPT

Employees are held accountable
for all duties and responsibilities of
this job.

procedures. Calculate data as required; assemble and repair records and files as necessary.

May be required to conduct monitoring of client applications to verify compliance with policies and procedures, reviews policies to determine coverage. Investigates and verifies claims eligibility.

Orders and issues supplies, opens, sorts and routes incoming mail; prepares outgoing mail.

Greets callers and assists them with general problems or complaints; answers telephone and/or switchboard; refers calls or takes accurate and complete messages.

Operates copier, fax machines or other office equipment, assists and trains other clerical staff.

Prepares project flow charts and updates on a regular basis.

Designs spreadsheets and work papers and performs statistical analysis as directed.

May be required to deliver and/or store supplies and maintain an inventory.

SUPERVISORY RESPONSIBILITIES: None.

RESPONSIBILITIES/ACCOUNTABILITIES: The level of responsibility/accountability required to successfully accomplish the essential duties of this job is as follows.

Routine (Assignments received with set guidelines, organizes own work and sets own processes.)

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education Requirements: High school diploma or general education degree (GED) and less than one year of specialized training or education.

Experience Requirement: An additional one (2) year experience in a related field.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence, and effectively present information in one-on-one

and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS: Ability to add and subtract two digit number and to multiply and divide. Ability to perform these operations using units of American money and weight measurement, volume, and distance. Ability to compute ratio, rate, and percentages.

COMPUTER SKILLS: To perform this job successfully and individual should have knowledge of accounting software, database software, internet software, inventory software, order processing systems, payroll systems, spreadsheet software and word processing software.

REASONING ABILITY: Ability to apply common sense understanding to carry out simple one-or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.

CERTIFICATES, LICENSES, REGISTRATIONS: A driver's license may be required to work in some departments. If so, applicant/employee must possess a valid driver's license with a driving history verified through a motor vehicle report that meets requirements for the Cherokee Nation underwriting rating.

OTHER SKILLS AND ABILITIES

Ability to type 35 words per minute may be required and if so, must be verified by successfully completing a typing test. Must have the ability to operate standard office machines. Must have a good working knowledge of the basic principles of filing.

Must have the ability to deal professionally and pleasantly with the public.

PHYSICAL DEMANDS: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle or feel. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.