



# General Clerk I/II/III

**TERM:** Contract

## POSITION OVERVIEW

Provides clerical support to NASA

## POSITION LOCATION

Stennis Space Center, MS.

## POSITION REQUIREMENTS

### Minimum Qualifications

- High School diploma or equivalent (GED)
- Combination of 2-4 years of education or related experience
- Excellent written, oral, and grammatical skills
- Computer: Be able to demonstrate proficiency using MS Word, Excel, and Outlook, and other computer applications
- Communication: Ability to interact and communicate with individuals at all levels
- Interpersonal: Demonstration of poise, tactfulness, diplomacy, and good interpersonal skills

## *ESSENTIAL FUNCTIONS*

### General Clerical Support

The General Clerk follows clearly detailed procedures in performing simple repetitive tasks in the same sequence. Responsibilities would include filing pre-coded documents in a chronological file, or operating office equipment.

### *General Clerk I*

This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.

### *General Clerk II*

This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

### ***General Clerk III***

This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints.

The General Clerk III may also direct lower level clerks. Such positions (which may include supervisory responsibility over lower level clerks) require workers to use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments.

### **General Office Support**

- Telephone services
- Appointment and Schedule Services
- Visitor Services
- Meeting, Telecommunication, and Scheduling Conference Services
- Information Dissemination
- Ordering Supplies
- Copying/Faxing/Graphic/Photo Services
- Records Management

### **Data Management Support**

- Desktop Processing
- Travel Coordination
- Correspondence Tracking
- Time and Labor Collection
- Property Coordination
- Move Coordination
- Training Coordination
- Information Services Coordination
- Special Events Coordination