

PART I

DEPARTMENT OF PERSONNEL SERVICES
STATE OF HAWAII

1.075
1.080
1.085

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Class Specifications
for the

CLERK STENOGRAPHER SERIES

Series Definition:

This series includes all classes of positions which involve the performance, as well as the supervision of, but not as a major portion of the working time, 1) a variety of clerical duties of a general nature; and 2) the recording of data and other information in correspondence, reports, records, tabular material, memoranda and other materials by means of a typewriter and the taking of shorthand by hand or machine and transcribing such shorthand as regular and substantial duties in accordance with definite standards of proficiency relative to speed and accuracy.

Basic clerical processes are involved in the work in the orderly processing and maintenance of the communications and records, supplies and materials, of an office or other entity. No single duty, other than typing and stenography, may be primary, or one other or several others may be, but in any case, the fundamental and predominant requirements are the ability to operate a typewriter, perform stenography, follow instructions, and learn specific knowledge and skills on the job. Other abilities required include the ability to understand the meaning of words and to use them effectively, and the ability to perceive pertinent detail in verbal and/or tabular material. While some other specialized techniques and/or manipulative skills evidenced in the work of positions in this series may serve as at least part of the bases for other clerical series, such techniques and skills are applied at a lower level of proficiency, and normally incidentally, infrequently or occasionally, or on a rotation basis.

Levels in this series are distinguished primarily on the basis of the character, scope and complexity of duties. Positions which perform a mixed level of duties will normally be evaluated on the basis of the highest level of work performed a substantial amount of time under general supervision and is significant for recruitment purposes. Other relevant factors are the nature of supervision exercised over the work, nature of available guidelines for performance of work, purpose and nature

of person-to-person work contacts, nature and extent of supervisory control exercised over the work of other employees, effect and consequence of recommendations and decisions affecting work operations and methods, judgment and resourcefulness, pressure of work, knowledge and abilities required, and such other responsibilities as the responsibility for confidential matters, and the responsibility for the custody of usually modest sums of money or to initiate or approve its release or expenditure. The factors are interrelated and care must be exercised in the analysis and evaluation of the work.

This series is a consolidation of the Stenographer Series with the Clerk Stenographer Series, both of which were approved on October 31, 1956. The Stenographer Series is therefore eliminated, and the specifications for the classes Clerk Stenographer I (1.075)*, Clerk Stenographer II (1.080) and Clerk Stenographer III (1.085) are amended.

DATE APPROVED: 2/12/75

DONALD BOTELHO
Director of Personnel Services

*Clerk Stenographer I deleted per Departmental Circular 13-01.

~~CLERK STENOGRAPHER I~~ ~~1.075~~

Duties Summary:

~~Takes and transcribes dictation, and performs skilled typing; performs moderately complex clerical work and/or supervises and participates in performing simple and repetitive clerical work; and performs other duties as required.~~

Distinguishing Characteristics:

~~A position in this class takes and transcribes dictation and operates a typewriter as regular and substantial duties. In addition, it includes the performance of intermediate level clerical work involving various clerical duties in carrying out on a regular or rotational basis standard clerical routines characterized by some degree of variability and possible regular and recurring contact with the public. Clerical routines include the maintenance of assigned files, records or work areas; the preparation of various simple reports; conduct of physical~~

~~inventory for various offices or operations annually or more often, and the making of duplicate copies of typewritten materials by means of one or more duplicating machines.~~

~~A position in this class typically performs a number of duties, with attendant responsibility for completion or maintenance of the work activity. Work proceeds routinely on tasks following standard practice and instructions, but questionable matters are referred to the supervisor or other higher level employee. While a position in this class typically is supervised by a higher level clerical position, supervision by a non clerical position may also occur.~~

Examples of Duties:

~~Locates files from various sources, and attaches reports, correspondence and other materials; assembles various forms, records, or other items into specific groups or sequences; places long distance telephone calls; makes count of various items and completes totals and other summaries; prepares simple reports; copies desired data from one form or record into the proper place on another form or record; prepares duplicating machine stencils and/or master copies using a typewriter; typewrites straight copy from correct forms or rough drafts; sets up, starts and stops dictaphone or other recording machines, and types rough drafts and final copies from oral material on tapes or disks; may prepare duplicating machine stencils and/or master copies using a vari type machine; may learn and operate an automatic typewriter such as a magnetic tape or magnetic card selectric typewriter; takes dictation using shorthand or a steno type machine, and transcribes using a typewriter; takes general notes and/or minutes at meetings or conferences by shorthand or steno type machine; delivers, distributes, collects and/or procures various forms, records, mail or other items using an automobile, van or other similar motor driven conveyance; transmits remittances with bills or other documents; makes routine entries in record books or on special or standard forms; prepares routine lists of specific items, numerical and/or verbal, according to designated system; places various forms, records, correspondence or other material in proper positions in systematic file; records on special forms or records all items of particular type(s) or classification(s); codes various data for key punching; makes phone calls to obtain specific data; may sort punched cards into predetermined groups using a sorting stylus; makes simple calculations such as addition or subtraction with or without using a machine; maintains assigned shelves with appropriate~~

~~stock, labeling, assisting others in locating items, reporting re-ordering needs, etc.; receives merchandise, materials, forms, mail or other items which are being delivered or returned for replacement or other purpose; counts cash receipts and compares with sales slips, and reports discrepancies; makes duplicate copies of typed or handwritten material using a mimeograph, hectograph, ditto machine, compo type, dupligrath, multigrath, multilith, or similar type of duplicating machine; makes out various routine forms such as checks, receipts, form letter addresses, or other items, according to standard operating procedures by longhand, typewriter or other type of office machine; gives out various materials, forms or other items upon request of clients or other individuals; issues special forms or specific items upon request, or upon presentation of receipt, money, proper forms, or identification, by hand or using a ticket dispensing or similar machine; may make duplicate copies of punched tabulating cards, using a key punch duplicating machine; may sort punched cards into predetermined groups using a sorting machine, following a prescribed procedure; makes routine entries in record books or on special or standard forms using a typewriter or other type of office machine; compiles lists of numerical, verbal or other descriptive data; makes proper connections for incoming, outgoing or inter-office telephone calls, operating a cordless telephone switchboard or a telephone switchboard equipped with jacks and slots; may supervise clerical subordinates and others and participate in the performance of simple and repetitive clerical work on a regular and continuing basis.~~

Knowledge and Abilities Required:

Knowledge of: Arithmetic; spelling; filing and other general office work.

Ability to: Take dictation by hand or steno-type machine for correspondence, reports and other materials with speed and accuracy involving a net of 80 words per minute and transcribing such notes by hand or typewriter; operate a typewriter in typing a variety of materials with speed and accuracy involving a net of 40 words per minute; read and understand detailed but uninvolved instructions and other similar written materials; carry out procedures in established clerical work systems; convey routine information orally and in writing; operate various common office appliances and learn to operate other equipment such as duplicating machines; observe differences in copy and proofread words and numbers quickly and accurately; deal with others in a

~~tactful and polite manner; for some positions, operate an automobile, and/or supervise the work of others.~~

CLERK STENOGRAPHER II

1.080

Duties Summary:

Takes and transcribes dictation, and performs skilled typing; performs complex clerical work and/or supervises and participates in performing moderately complex clerical work; and performs other duties as required.

Distinguishing Characteristics:

A position in this class takes and transcribes dictation and operates a typewriter as regular and substantial duties. In addition, it includes the performance of journeyman-level clerical work involving a variety of complex clerical assignments and/or carrying out the varied clerical work of a unit dealing continually with the public, such as in receiving and processing applications, licenses, registrations or other materials. A position in this class may be responsible for providing all clerical support services for a small office. Assigned work is performed independently, and an employee typically plans and arranges his or her own work schedule but carries out the work in accordance with established procedures and standard practices. Referral is made to the supervisor only when there is serious doubt as to procedures in unusual situations.

A position in this class may work regularly with information which is of a restricted nature such as health or social welfare case records, medical or other test results, and school grades. There is regular contact with other programs in a department, the general public, and others in obtaining or furnishing information or reports, which require tact to avoid misunderstanding in contacts where improper handling could affect results; however, primary responsibility for harmonious relationships is normally assumed by the immediate supervisor.

Examples of Duties:

Determines need for and/or makes routine orders for necessary supplies, materials, or other items; checks numerical or verbal data on forms, records or other items against a master form, or other standard, for inconsistencies, errors, or omissions; sets-up files and/or codes, indexes, tabs or otherwise

prepares classified material for filing or identification using standard or accepted systems; typewrites straight copy from correct copy or rough drafts; prepares duplicating machine stencils and/or master copies; makes up individually typewritten copies of correspondence, reports, or other numerical or verbal data, using one or more automatic typewriters; takes dictation using shorthand or a steno-type machine and transcribes using a typewriter; takes general notes and/or minutes at meetings or conferences by shorthand or steno-type machine; makes out various routine forms such as checks, receipts, invoices, form letter addresses, or other items, according to standard operating procedures using a typewriter or other type of office machine; may punch and record desired numerical and/or verbal data on proper forms or cards, using an alpha-numeric type key-punch machine or an alphabetical printing-punch machine; prepares consolidated worksheets and summary totals; prepares routine, essentially numerical data reports based on information at hand following standard operating procedures; makes arrangements for reservations, purchase of airline tickets, equipment maintenance, telephone service, or other similar matters; performs ordinary calculations requiring more than one step, such as multiplication or division, without using a machine or requiring the use of more than one set or group of keys on a calculating machine; receives and/or pays out cash, making proper change if necessary with or without using a machine such as a cash register; tabulates cash received and makes deposit slips; receives orders, requests, instructions or information, personally or by telephone, and makes follow-up with other government or private agencies on requests for information, etc.; may check and verify the accuracy of data punched on tabulating cards using a checking machine or a keyboard type verifying machine; keeps a running balance of specific items, entries or amounts, with or without using a machine; checks actual quantity, quality, condition, value, or type of items against a master form, or standard, verifying the accuracy of the forms and/or correctness of the item; balances specific items, entries, or amounts periodically in accordance with established groupings and categories, with or without using a machine; searches indexes, manuals, files, records or other sources for desired or missing information on specific subjects; classifies informational material, correspondence, special forms, records, orders, merchandise, or other items, following standard or accepted methods of systematized arrangement; corrects or marks errors found in figures, calculations, or record book data, by hand or using some type of office machine; assists applicants, clients, or other individuals in filling out special forms; may on occasion take general notes and/or minutes at meetings or

conferences by longhand; selects and/or gathers specific data, information, or desired items, according to standard operating procedures, or upon request; answers questions and gives requested direction or other standard information directly or by telephone; composes routine, non-technical correspondence or memoranda, following standard operating procedures; checks standard forms, and/or correspondence for inaccuracies of spelling, punctuation, grammar, spacing, neatness or general appearance; may make up tables, graphs, charts or diagrams, based on data supplied from other sources using drawing, lettering or other instruments; compiles numerical or statistical data for tables, charts, rate schedules, or other uses with or without using a machine; makes out routine schedules of work, production, appointments, arrivals, departures or other matters; traces or follows up on various forms, records, orders, materials or other items; obtains necessary or desired information, authorizations, approvals, signatures or other data from clients, applicants, superiors or other individuals; checks items to make certain that correct procedures are followed; may supervise clerical subordinates and others in the performance of moderately complex clerical work on a regular and continuing basis.

Knowledge and Abilities Required:

Knowledge of: Business English; spelling; arithmetic; the operation and operational maintenance of common office appliances and equipment including office duplicating and copying machines; office practices and procedures.

Ability to: Take dictation by hand or steno-type machine for correspondence, reports and other materials with speed and accuracy involving a net of 80 words per minute and transcribing such notes by hand or typewriter; operate a typewriter in typing a variety of materials with speed and accuracy involving a net of 40 words per minute; carry out a variety of standard office clerical routines; perform clerical assignments requiring uniform mental attention; learn and apply pertinent statutory provisions, rules, regulations, policies and procedures; learn and apply a variety of instructions furnished in written, oral, diagrammatic or schedule form; operate and maintain various common office appliances, which may include duplicating and simple electronic data processing equipment; prepare simple narrative and numerical reports; perform arithmetic operations quickly and accurately; speak and write simply and directly, and deal tactfully with others; for some positions, operate an automobile, and/or supervise the work of others.

CLERK STENOGRAPHER III

1.085

Duties Summary:

Takes and transcribes dictation, and performs skilled typing; performs highly complex clerical work and/or supervises and participates in performing complex clerical work; and performs other duties as required.

Distinguishing Characteristics:

A position in this class takes and transcribes dictation and operates a typewriter as regular and substantial duties. In addition, it includes the performance of senior-level clerical work involving a wide range of clerical functions where some originating and planning of work are called for. Decisions are required because problems are often not covered by standard instructions or established techniques, systems or procedures. There is also frequent requirement for intense work activity.

A position in this class works regularly with some information which is restricted to specified persons, which may include information on planned changes in internal operations and policies, and contemplated personnel actions. There is regular contact with others within and outside the department in which tact is required, and the employee assumes responsibility for harmonious relationships.

Examples of Duties:

Consults or studies specific books, manuals, catalogs, or other sources in order to obtain desired information; makes assignments of facilities, vehicles, equipment or similar items to provide for efficient and optimal use; performs numerous types of computations, such as discount, interest, ratio and percentage, which may include relatively complicated calculations involving roots, powers, formulae or specific sequences of action with or without using a machine; allocates debits, credits, costs, charges or other similar bookkeeping items of operational procedures to correct accounts or classifications; typewrites straight copy from correct copy or rough drafts; prepares duplicating machine stencils and/or master copies; takes dictation using shorthand or a steno-type machine, and transcribes using a typewriter; takes general notes and/or minutes at meetings or conferences by shorthand or steno-type

machine; explains details of services, methods or policies; reviews the work of others, calling attention to the use of incorrect procedures or methods and to correct entries or results; approves or recommends rejection of applications, requests, claims or other items following operational policies or rules of action; composes correspondence requiring specific knowledge of methods, procedures, policies, statutes, rules and regulations, or other information; may supervise clerical subordinates and others in the performance of complex clerical work on a regular and continuing basis.

Knowledge and Abilities Required:

Knowledge of: Business English; spelling; arithmetic; the operation and operational maintenance of various office appliances and equipment, including office duplicating and copying machines; office practices and procedures.

Ability to: Take dictation by hand or steno-type machine for correspondence, reports, and other materials with speed and accuracy involving a net of 80 words per minute and transcribing such notes by hand or typewriter; operate a typewriter in typing a variety of materials with speed and accuracy involving a net of 40 words per minute; plan and carry out a wide range of clerical functions, including various highly complex assignments; maintain an effective work pace under periodic deadlines; learn and apply pertinent statutory provisions, rules, regulations, policies and procedures; read and understand manuals and other detailed books of instruction; write routine business letters, summaries and reports using prescribed format and conforming to all rules of grammar and style; speak simply and directly, including occasionally speaking to groups as well as individuals; deal tactfully with others; for some positions, operate an automobile and/or supervise the work of others.