

GENESEE COUNTY
INTAKE CLERK (HELP Program)

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for performing moderately difficult clerical tasks requiring a general understanding of specific law, office rules, procedures, and policies related to eligibility as well as an ability to meet and direct the public. Under general supervision, an incumbent in this position screens visitors to the agency, distributes appropriate application and eligibility forms, accepts and reviews application for completeness, and provides application assistance to applicants for various Federal and State funded programs. It calls for the exercise of independent judgment in the application of prescribed procedures and methods, and answering routine inquiries personally. Supervision is not a responsibility of this class. Does related work as required. The environment is fast-paced with a high volume of activity.

TYPICAL WORK ACTIVITIES:

Greets visitors or clients to the agency, ascertains their business and directs them to the appropriate staff/unit;
Reviews application forms to determine that all statements are complete and consistent with every other item of information provided;
Copies applicant's documentation required to submit or complete an application;
Assists in evaluating an applicant's need for emergency assistance;
Gives out routine information based on agency policy in response to telephone and in-person inquiries;
Advises applicant about the program under which he/she is applying for assistance;
Maintains current application data in automated management systems as appropriate to the program area assignment;
Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;
Receives, opens and routes correspondence/documents to appropriate unit within the agency;
Answers telephones, relays messages, and determines need for interpreter services;
Provides switchboard backup and operates various office machines;
Assists with training of new employees to the agency;
Performs related clerical tasks as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS:

Familiarity with office procedures, practices and equipment; ability to work effectively with other employees; ability to meet with the public; ability to review documentation related to the application for assistance; ability to grasp basic applicable regulations governing the various programs offered by the Department; ability to understand and follow oral and written instructions; working knowledge of business arithmetic; ability to record information legibly and accurately; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; tact and courtesy in dealing with the public; clear pleasing voice and manner of speaking; sound judgment; ability to remain calm and effective when encountering irate/stressed clients; emotional maturity; physical condition commensurate with the demands of the position.

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.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS, Cont'd:

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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 moderate.

MINIMUM QUALIFICATIONS:

EITHER:

- A. Possession of an Associate's Degree in Business Administration, Office Technology or a related field,

OR:

- B. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education and two (2) years of full- time, paid clerical or customer service experience which included dealing with the public, use of phones, and typing.

NOTE: Part-time will be considered on a prorated basis.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-Competitive

Adopted 5/28/24-12/31/24

Revised 3/25/25