

TITLE: <u>Lead Office Services Clerk</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA429</u>
UNION: <u>Staff Association – Local 2071, U.A.W</u>	SALARY GRADE: <u>4</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E- CLASS: <u>SA</u>

POSITION PURPOSE

Provide functional supervision of a clerical support staff or provide work leadership of a function in an assigned academic or administrative unit in a School, College, Division or Center/Institute of the University. Perform related general office support duties to ensure work is completed in a timely and efficient manner.

ESSENTIAL JOB FUNCTIONS

- Train, assign and review the work of a large clerical support staff to ensure the efficient operation of an office or function. Distribute work and check for completeness and accuracy. Train in appropriate methods and procedures. Schedule time-off and assist in hiring and performance evaluation processes.
- Provide general clerical support as needed to contribute to the efficient operation of a function or office. Compile listings; respond to inquiries from internal and external contacts. Maintain appropriate levels of supplies, materials and equipment.
- Maintain records, files, materials and equipment of an assigned function or unit. Respond to requests for information, compile reports, review request forms and prepare work orders to provide unit clientele with appropriate materials or information.
- Perform clerical and secretarial duties as required to maintain the workflow of an office or function. Type reports and forms, and conduct mailings.
- May be required to perform bookkeeping duties. Record expenses, monitor accounts and provide information to be used for budget requests and expenditures.
- Perform related duties as assigned.

ADDITIONAL COMMENTS

In contrast to the Senior Office Services Clerk, this classification provides functional supervision and work leadership to a large group of clerical support personnel or an assigned function (e.g. media desk). The Lead Office Services Clerk necessitates a higher level of human relations skills than the other classifications in the Office Services Clerk hierarchy. In comparison with the Senior Office Services Clerk, this classification performs routine work which is moderately complex in nature and requires the position incumbent to identify and resolve day-to-day operational problems. This classification is located in a School, College, Division or Center/Institute of the University and the specific work performed may vary considerably among those assigned to this classification. This classification reports to and receives work direction from a professional or management level position.

MINIMUM QUALIFICATIONS

- High school graduate with additional business related courses or an equivalent combination of education and/or experience.
- Ability to operate standard and non-standard office equipment, e.g. personal computers and printers, photocopy laminator and microfiche machines.
- Experience with providing functional supervision to a large clerical support staff.
- Good organizational skills including the ability to prioritize office workload and resolve operational problems.
- Ability to communicate effectively with others.
- Ability to perform basic bookkeeping duties.
- May be required to use transcription skills.
- Previous progressive secretarial or general office experience preferably at Wayne State University.
- Typically, incumbents have held a lower level clerical and/or secretarial position.