CLASS TITLE: Program Clerk

DEFINITION:
Under general supervision, performs specialized clerical duties, of a difficult and complex nature, in support of an SDCOE Program by monitoring support and reporting functions.

REPRESENTATIVE DUTIES:
This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ESSENTIAL FUNCTIONS:
Performs any combination of the following duties: reviews attendance data and reports for accuracy, completeness and compliance with applicable statutes, regulations, and program criteria.

Submits corrections or notifies others of discrepancies; creates program files.

Compiles data for program reports and summaries, and submits to management staff for analysis; creates charts, graphs and other presentation materials.

Tracks revenues and calculates funding allocations according to predetermined criteria; works with Internal Business staff to disburse funds to proper accounts.

Contacts and responds to inquiries from school districts, local, State and other agencies, and the general public to provide and/or obtain information as required or requested.

Interprets and explains program standards and criteria.

Maintains complex records related to program data, financial reports and documentation.

Attends meetings and makes presentations at workshops and training sessions as required.

May transcribe letters and reports from transcribing equipment.

NON-ESSENTIAL FUNCTIONS:
Performs related duties as assigned.
CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:
None

EDUCATION AND EXPERIENCE:
Training and experience which would clearly demonstrate possession of the knowledge and abilities listed below. An example of a typical qualifying background would include: three years of work experience in an office support role involving the use of computer spreadsheet applications to maintain records and prepare complex reports.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Modern office-clerical practices and procedures
Computerized spreadsheets
Online management information systems

ABILITY TO:
Quickly learn applicable program standards and criteria
Operate a computer and a variety of related software, including spreadsheet and database applications
Type accurately at a rate of speed sufficient for successful job performance
May operate transcribing equipment
Verify and compile numeric data
Perform computational tasks accurately
Prepare reports, correspondence and forms
Maintain complex files and records requiring the use of an on-line computerized data system
Communicate orally and in writing
Follow oral and written instructions
Interpret and explain policies, procedures, rules and regulations
Maintain effective relationships with those contacted in the course of work
Work effectively independently and as part of a team with minimum supervision
Organize and prioritize work
Exercise appropriate judgment in making decisions
Maintain confidentiality of information
Demonstrate attendance sufficient to complete the duties of the position as required
Complete routine tasks thoroughly, accurately and with attention to detail

WORKING CONDITIONS & PHYSICAL ABILITIES:
ENVIRONMENT
Duties are typically performed in an office setting.
**PHYSICAL ABILITIES:**
Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects.

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