

CLERK JOB CLASSIFICATION FACTORS FOR TOPS UAW LOCAL 1950

(Note: Higher level classifications responsible to perform duties of a lower level classification)

Job Factors	4D	4C	4B	4A
Level of Constituent Supported	<ul style="list-style-type: none"> Typically works in a setting with other clerical employees who provide guidance 	<ul style="list-style-type: none"> Typically works in a setting with other clerical employees 	<ul style="list-style-type: none"> Provides assistance to management for a specific function Supports one or two processes 	<ul style="list-style-type: none"> Works independently to support management at the department head level or above Supports multiple processes Works with intra-department teams to meet project goals/outcomes
Supervision	<ul style="list-style-type: none"> No or minimal supervisory responsibilities (may assist in supervising student staff) 	<ul style="list-style-type: none"> Supervises student and/or temporary staff 	<ul style="list-style-type: none"> Provides minimal functional guidance to clerical employee(s) Hires, trains and supervises student staff 	<ul style="list-style-type: none"> Provides daily functional guidance to clerical employees
Decision Making/ Independent Action	<ul style="list-style-type: none"> Little or no independent action required beyond well-defined protocol Decisions and actions have minimal adverse impact on departmental operations Receives direct supervision 	<ul style="list-style-type: none"> Limited decision-making/ independent action under well defined protocol or criteria Decisions and actions adversely affect departmental short-term objectives 	<ul style="list-style-type: none"> Uses independent judgment/ decision-making responsibilities following University or department guidelines Decisions and actions can adversely affect departmental medium- or long-term objectives 	<ul style="list-style-type: none"> Uses independent judgment/decision-making to resolve unanticipated or non-recurring issues Decisions and actions can have significant adverse impact on the University with external constituents (beyond students and parents)
Budgetary Responsibilities	<ul style="list-style-type: none"> No budgetary responsibilities 	<ul style="list-style-type: none"> Progressive familiarity with University financial policies and procedures 	<ul style="list-style-type: none"> Processes and monitors budget/ financial actions 	<ul style="list-style-type: none"> Actively monitors budget/financial expenditures and provides recommendations for cost control or budgetary decisions
Office Administration/ Operations	<ul style="list-style-type: none"> Basic knowledge of departmental operations (operates office equipment; maintains files; document and form preparation) Assists in compiling data for preparation of reports Uses existing department computer technologies 	<ul style="list-style-type: none"> Basic knowledge and applied expertise related to departmental operations (operates and maintains office equipment; establishes and maintains files; document and form preparation) Prepares reports using a single source of information Uses new department technologies as they are developed and implemented 	<ul style="list-style-type: none"> Responsible for office administration (operates, maintains and troubleshoots office equipment; establishes and maintains complex filing systems and files; document and form creation) Prepares reports using multiple sources of information Uses department and University specific computer technologies or systems and/or designs and maintains department webpages Broad functional expertise related to departmental operations 	<ul style="list-style-type: none"> Responsible for effective functioning of all aspects of office administration/operations as described in lower-level classifications Creates reports for decision making purposes Broad cross-functional knowledge of inter-department operations

Policy and Procedure Application	<ul style="list-style-type: none"> Basic awareness of department policies and procedures 	<ul style="list-style-type: none"> Basic awareness of department and University policies and procedures Trains students on policies and/or procedures 	<ul style="list-style-type: none"> Thorough understanding of department and University policies and procedures Provides input on operational functions and procedures Provides training to faculty/staff or others on University and/or department policies and/or procedures 	<ul style="list-style-type: none"> Extensive understanding of department and University policies and procedures with an expectation to initiate recommendations/improvements Regularly conducts training on policies and/or procedures beyond department personnel
Involvement in Continuous Improvement/ Initiatives	<ul style="list-style-type: none"> Limited involvement in the continuous improvement of department processes 	<ul style="list-style-type: none"> Some level of involvement in the continuous improvement of processes including inter/intra-departmental recommendations 	<ul style="list-style-type: none"> Involvement in continuous improvement of processes including inter/intra-departmental recommendations (i.e. technology implementation) 	<ul style="list-style-type: none"> Involvement in campus-wide initiatives and activities intended to improve campus operations, community involvement and/or student life
Customer Service	<ul style="list-style-type: none"> Greets customers, helps provide direction or contact to others in department for problem resolution 	<ul style="list-style-type: none"> Provides guidance for problem solving and resolves common, straightforward issues for internal customers 	<ul style="list-style-type: none"> Resolves problems/issues by providing solutions for internal customers Address issues of medium complexity 	<ul style="list-style-type: none"> Exercises broad latitude to independently resolve problems/issues for internal and external customers Addresses issues of higher complexity

The minimum qualifications of the position are based upon the level of the position

Minimum Qualification (Work Experience)	<ul style="list-style-type: none"> Entry-level position requiring little or no work experience High School Degree/GED 	<ul style="list-style-type: none"> One year related office experience <ul style="list-style-type: none"> Customer service, correspondence and report preparation, word and data processing packages, etc. 	<ul style="list-style-type: none"> Three years of progressive office experience <ul style="list-style-type: none"> Processing records and information, data input and maintaining department data base information meetings, documents, reports, etc. 	<ul style="list-style-type: none"> Five years of progressive office experience <ul style="list-style-type: none"> Management support Independent creation/monitoring/oversight of the functioning of a process
--	---	--	---	--

The relevant education listed for the specific level can be selected in lieu of work experience but not in addition to work experience. If you select the education listed below for the appropriate level of the position, the minimum qualification is work experience or education.

Minimum Qualification (Education)		<ul style="list-style-type: none"> One year of coursework leading to an Associate's Degree 	<ul style="list-style-type: none"> Associate's Degree or two years coursework leading to a Bachelor's Degree 	<ul style="list-style-type: none"> Bachelor's Degree
--	--	---	---	---