

Civil Division: Mohawk Valley Water Authority
Jurisdictional Class: Competitive
EEO Category: Administrative Support
Adopted: 05/07/13

WATER AUTHORITY LABORATORY CLERK

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for receiving and accurately maintaining the chain of custody, records and reports for samples received by the Mohawk Valley Water Authority's Water Quality Laboratory. The incumbent is often the initial contact person for the laboratory, handling phone calls and in-person visits to the laboratory. The work is performed under the supervision of the laboratory's biochemist, with general leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision of others is not a function of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Receives samples, maintains the sample chain of custody and enters sample information data into a computerized system;
Computes, records and proof reads data and other information, such as laboratory records or reports;
Communicates with customers, employees and other individuals to answer questions, disseminate or explain information, takes orders, and addresses water quality complaints;
Communicates with persons outside of the laboratory organization and represents the Water Quality Laboratory to customers, the public, government employees, and other external sources through person-to-person exchange, writing, telephone and/or e-mail;
Performs administrative activities and day-to-day administrative tasks, such as maintaining information files, processing paperwork, answering phones, directing calls, and taking messages concerning laboratory business;
Searches and retrieves data from computerized records, and produces a variety of printouts, letters and forms as requested by technical staff;
Collects payments for laboratory services and Water Authority permits;
Compiles, copies, sorts, and files records of laboratory activities and business transactions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of record keeping and data processing; working knowledge of modern office practices, procedures and equipment; ability to maintain accuracy in processing data using a computer keyboard; ability to operate and to utilize common computer office software programs; ability to methodically organize files and records; ability to establish and maintain effective working relationships with others; ability to understand and communicate effectively, both orally and in written form; ability to locate documents in computer files and to keep accurate records; ability to establish and maintain good working relationships with others; tact and courtesy.

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MINIMUM QUALIFICATION:

Graduation from high school or possession of a high school equivalency diploma **AND** three (3) years of clerical or customer service experience, one (1) year of which involved responsibility for filing and recording of information.

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