

Job Posting

DEPARTMENT:	Office of Attorney General
SECTION:	Financial Enforcement Section/Civil Law Division
CLASS:	Clerk III
LOCATION:	Strawberry Square, Harrisburg
TYPE POSITION:	Permanent, Full-time, Non-civil service, Union
WORK HOURS:	8:30 – 5:00
SALARY RANGE:	Pay Range 4 – Minimum pay of \$32,841

BASIC FUNCTION:

This position performs complex clerical work involving the processing of documents in a unit that collects taxes and other debts owed to the Commonwealth. Work includes the responsibility for all aspects of clerical work processes or activities and routinely involves making independent decisions concerning the process to be followed, the appropriateness of the information to be processed, and the actions to be taken. Although work is performed with considerable independence and little review, changes in operational standards, procedures, and work policies are discussed in detail with the supervisor prior to implementation.

EXAMPLES OF DUTIES:

- Answers incoming calls from debtors
- Handles basic inquiries regarding accounts and debts owed
- Assists collectors with letter preparation and mailing
- Handles returned mail and conducts research to obtain current contact information
- Assist collectors with processing claims
- Maintains supporting documents, according to office policy and audit requirements, in file room for future reference or audit
- Enters transactions in computer system and updates new information as received
- Contacts clients to obtain additional information, updates, and balances and notifies client when debt is paid in full
- Performs related work as required

MINIMUM EXPERIENCE AND TRAINING:

- Six months as a Clerk 2, and educational development to the level of high school OR
- One year of progressively complex clerical experience and completion of high school OR
- Six months of moderately complex clerical experience and completion of a post high school business curriculum OR
- Any equivalent combination of experience and training

SPECIAL SKILLS:

Bilingual preferred but not required