



## Attorney General Josh Shapiro Job Posting – Clerical Supervisor I/II

<b>SECTION:</b>	Health Care Section/Public Protection Division
<b>CLASS:</b>	Clerical Supervisor I/II
<b>LOCATION:</b>	Harrisburg
<b>POSITION TYPE:</b>	Full-time, Non-civil service, Union
<b>WORK HOURS:</b>	8:30 – 5:00
<b>SALARY RANGE:</b>	Clerical Supervisor I, Pay Range 4 – Starting salary \$35,364 Clerical Supervisor II, Pay Range 5 – Starting salary \$39,902

### **BASIC FUNCTION:**

This position supervises clerical staff in a section that mediates, investigates, and takes legal action on behalf of Pennsylvania consumers against entities that engage in unfair or deceptive acts or practices in the health care industry. Work includes the supervision of subordinates through the assignment and review of work, training, employee development, and responding to staff concerns. An employee in this position performs clerical tasks which involve the skilled typing of correspondence, reports, memos, and legal documents. Assignments involve using a computer and various computer programs for word processing, document management, and data management. This position also provides administrative support to the attorneys and investigators in the Health Care Section and is supervised by the section's Executive Secretary.

### **EXAMPLES OF DUTIES:**

- Supervises clerical staff
- Plans, organizes, and distributes work among positions in a manner to ensure a smooth processing flow and distribution of work among staff
- Examines work product of clerical staff
- Answers hotline calls and direct calls to appropriate party
- Processes daily mail to include:
  - Date stamping
  - Scanning into document management system
  - Distributing to staff
- Transfers emails from Outlook into document management system for assigned cases, following protocols for identifying the email and attachments
- Types correspondence and other documents such as inquiries or complaints
- Makes copies of any documents that are prepared, scans into document management system, and files hard copy in the file room

- Provides coverage at the main reception desk as scheduled or as needed
- Opens and closes files
- Enters appropriate information in document management system
- Mails all letters and legal documents either by email, regular mail, certified mail, or UPS
- Assists other support staff as required to ensure the timeliness of daily work functions
- Takes proper care of and maintains equipment
- Performs related work as required

**MINIMUM EXPERIENCE AND TRAINING:**

**Clerical Supervisor I:**

- One year of moderately complex clerical work experience OR
- Any equivalent combination of experience and/or training

**Clerical Supervisor II:**

- One year as a Clerical Supervisor 1 OR
- Two years of complex clerical work experience OR
- Three years of moderately complex clerical work experience that includes six months of clerical lead work experience OR
- Any equivalent combination of work experience and/or training