

General Clerk - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Knows the basics of organization products and services
- Knows proper phone etiquette and substitutes for telephone operator on occasion
- Knows proper operation of phone system
- Knows how to operate a variety of office machines and equipment

QUALITY OF WORK:

- Follows procedures in performing tasks assigned
- Has no more than 1 customer complaint per 6 month period
- Knows what is expected - knows job and performs it satisfactorily
- Has no more than 0-2 errors on transfers per 6 month period
- Regardless how trivial, each work task is performed as if it was the most important

QUANTITY OF WORK:

- Assists in assembling board of directors notebooks 7 days prior to board meeting
- Completes encoding of checks within ½ hour of closing
- Ensures title work is completed and to title department within 24 hours
- Processes check orders on daily basis
- Processes TDI (temporary disability insurance) claims on daily basis
- Processes closed loan accounts on daily basis
- Processes loan report and balances on daily, weekly and monthly basis
- Processes returned mail on daily basis and returns statements monthly
- Processes AD&D (accidental death and dismemberment) insurance on daily basis
- Processes data change report on daily basis

ORAL COMMUNICATION:

- Is a good listener
- Expresses self clearly
- Asks questions to ensure correct communication
- Uses proper grammar
- Does not use racial slurs, profanity or sexual connotation

WRITTEN COMMUNICATION:

- Writes clear and concise notes to customers
- Uses proper grammar
- Handwriting is fully legible
- Documentation is adequate and factual