



Example of General Clerk Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of general clerk. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for general clerk

- Contributes to the credibility and effectiveness of the FDIC
- Acts as a first line contact for call resolution
- Independently responds to a wide variety of general and intermediate questions about the FDIC, its mission, function, organization and programs
- Retrieves and analyzes information from a variety of electronic and hard copy sources to provide complete and accurate answers to callers
- Identifies complex or confidential calls and transfers them to the correct FDIC Subject Matter Expert
- Identifies calls for other financial regulatory agencies and provides contact information for those agencies
- Consistently meets or exceeds minimum call center performance standards
- Correction of payroll error
- Copy, Scan, Fax and File various record types
- Create work orders in the work management system (WMS)

Qualifications for general clerk

- Proven experience as data entry clerk or equivalent
- General knowledge of legal contracts and contract language
- Experience with contract management programs and/or CRM tools such as Selectica/Determine is highly preferred
- Ability to successfully complete an extensive government

- Since you will be driving a customized passenger tour cart, a valid CA drivers license is required