

## Administrative Clerk Study Interview Questions

AC Study Audit Interview

PCN:

Department:

Division:

Date:

Incumbent:

Job class:

Interviewer:

Briefly describe your duties and responsibilities (if any) and how much time you spend daily in the following functional areas:

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**Customer Service** (providing forms, info, and items to the public) — What interactions do you have with people outside your supervisory chain, in-person, by phone, by email, or by regular mail?

Are these contacts difficult? If so, please explain why.

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**Professional Support** (assisting higher-level staff)

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**Data Entry**

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**Correspondence** (writing and tracking). What reports or correspondence do you write? To whom? For whose signature? Who reviews it prior to sending? What recommendations do you make?

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**Mail Processing** (In and out)

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**Travel** (processing travel requests)

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**Supplies** (ordering, inventorying, tracking)—What are your responsibilities associated with procurement of supplies or equipment?

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**Office Machinery Operation and Maintenance**—Identify the office equipment that you operate or maintain as part of your job (personal computer, printer, copier, telephone, fax, radio, etc.).

Describe the types of computer programs and software that you regularly use in your work (e.g. Microsoft Word, Excel, Access, Powerpoint, Windows, Visio, Adobe Acrobat, Internet Explorer, Intranet, Mozilla, Email, AKPAY, AKSAS, etc.).

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**Handling Cash**

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**Billing and Payment Processing**

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**Filing and Records Maintenance**

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**Web Site Maintenance and Updating**

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**Lead/Supervision Responsibilities**—Describe your supervisory or lead responsibilities, if any. How much time do you spend supervising or leading subordinates? What kind of guidance do you give your subordinates?**General Questions:**

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1. What is the most important task or function that you perform? (What is the main purpose of your position?)

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2. What work do you perform that doesn't occur every week?

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3. How does your work differ between the seasons? Are there regular cycles in your work (weekly, monthly, seasonal, or annual changes)?

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4. What you do with the final product of your work and what happens to it next? What are examples of products produced by you?

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5. Describe how your work reviewed. Is it during the process or upon completion? How much and what type of review is given while the work is in progress? Are the instructions you receive general or specific, regular or occasionally?

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6. What manuals do you refer to in your work? How often do you refer to the manual? What guidance do you get from your supervisor, manuals, SOPs, and so on?

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7. Do the manuals provide specific answers or general guides?

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8. What do you do when you encounter something you haven't dealt with before? For example, if a situation is not covered in manuals, how do you determine what to do? What examples can you give of situations you've handled on your own? What decisions did you make?

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9. Describe decisions for which you must receive approval. Who approves your decisions? What examples can you give me of decisions you make on your own and what decisions you would defer to your supervisor? When and for what do you go to your supervisor?

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10. Provide any specifics about your work that I have not asked about but are an essential part of your duties.

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11. Describe the education or prior experience that you believe gave you the basic tools to successfully do the work.