PURPOSE

The purpose is to establish policies and the procedures to be used in the development of and
detection of candidates from a pool of clerical applicants to fill permanent clerical vacancies.

SCOPE

This policy applies to all clerical searches at or below the Clerk Typist 2 level.

DEFINITIONS

Pool of Clerical Applicants: A collection of individuals who have submitted application materials.

Pool of Clerical Candidates: Individuals tested and reviewed by the Office of Human Resource Management and found to be acceptable candidates for interview.

Approved-to-Fill Vacancy: A position that has been submitted to and approved by President’s Council.

POLICY

A pool of clerical applicants and candidates will be maintained by the Office of Human Resources to ensure available qualified individuals can be provided for interview by departments with approved-to-fill vacancies. A department with an approved-to-fill vacancy can interview candidates selected by the Office of Human Resources or review all of the qualified applicants currently on file. Typically, three to five applicants will be referred for interview.

PROCEDURE

Clerical applications will be taken on an ongoing basis. Interested individuals will be asked to submit a cover letter, resume, professional letter of reference and the names, addresses and phone numbers of two additional references. New applicants will be reviewed using a matrix consisting of four columns. Clerical Support Experience, Work History, Written Communication and
Computer Skills and will be awarded points on an established scale for information contained in the Clerk Typist Skills Inventory document. (Attachment A)

Upon receipt of the initial application a skills inventory sheet and university application will be sent to the individual. Individuals will also be asked to provide any missing items from the initial application. When complete, application materials will be scored and selected individuals will continue through the process.

Applicants scoring above a preset cutoff will be invited to take a typing test. At the time of the typing test, the applicant will be evaluated for their professional demeanor and ability to meet the minimum standard of typing 40 wpm.

Applicants passing the typing test and found to have an acceptable professional demeanor will be maintained as recommended candidates for interview. Applicants failing the typing test will be eliminated from the applicant pool and informed they can reapply in 6 months for additional consideration and an opportunity to retake the typing test. Internal applicants can retest each time an open position is posted.

Departments engaged in hiring for a clerical position can either have 3-5 candidates referred for interview or review, against an approved matrix, all of the resumes and other application materials of applicants who have passed the typing test. Departments wishing to review a larger sample of candidates than the pool of tested applicants may seek permission to do so from the Director of Human Resources.

The Clerical Applicant Pool will remain posted on the ESU Employment Opportunities web page.

**PROCEDURE TO FILL VACANCY**

A vacancy will be considered to exist after the approval process has been completed and the Office of Diversity has notified the Human Resources Office of that approval. The Search Chair should contact the Employment Manager to arrange for either the review of the internal applicants and interviews with candidates selected by the Office of Human Resources or for the Search Committee to review the internal applicants and all the applications of those pre-screened individuals who have taken and passed the university administered skill test. It is recommended that departments interview three to five candidates. Only applicants who have taken and passed the required typing test will be interviewed. Departments unable to select a candidate from the pre-tested pool or internal applicants may request that additional applicants be provided.

**ROLES AND RESPONSIBILITIES**

1. The University Employment Manager is responsible for receiving, processing and reviewing resumes, applications and skills inventory as well as overseeing the testing and initial screening of selected applicants.

2. The Office of Diversity will review the pool of individuals selected as potential candidates for positions and approve the use of the pool to fill vacancies or request that additional effort be made to recruit applicants.

3. The Office of Human Resource Management will conduct testing of applicants prior to their acceptance into the pool of candidates.
4. The Office of Human Resource Management will maintain a suitable pool of candidates to fill vacancies.

This policy will become effective immediately.

_______________________
Date:_____________

Richard A. Staneski
Vice President
Clerk Typist Skills Inventory

These questions address a range of office support skills and functions. Carefully read each Section. Check the responses appropriate to your experience and/or training in each area. This information will be evaluated in conjunction with your work history and training Provided in your resume. Please be sure this information is complete.

Specific Position Needs
Some jobs will be best served with special skills or experience (e.g., technical typing, purchasing, specific computer software). When this occurs, the information you provide on this form, and in your resume and letter, will be used to determine how closely you match such needs.

Additional Factors
One or more of the factors on this checklist may be considered valuable for some jobs. In these instances, you must demonstrate a satisfactory level of experience/knowledge in these factors to be considered.

WORK SETTINGS & DUTIES

Clerical positions at the East Stroudsburg University vary widely in duties and settings. Listed below are work settings and responsibilities applicable to some clerical jobs. Please check ‘yes’ or ‘no’ to indicate your interest in each area. This information will help us refer you to positions which match your interests.

YES  NO
☑ ☐ HIGH volume in-person public reception.
☑ ☐ HIGH volume telephone reception.
☐ ☐ Working with numbers requiring detail and accuracy
☐ ☐ Primary responsibility for filing and retrieving records
☐ ☐ Heavy typing/keyboarding.
☐ ☐ Little or no typing/keyboarding.
☐ ☐ Settings with HEAVY student contact.
☐ ☐ Settings with LIGHT student contact.

☐ ☐ Previous Higher Ed. work experience?
if yes positions held:
__________________________________________________________________________
__________________________________________________________________________

Indicate any other duties, settings, or areas in which you ARE or ARE NOT interested (indicate clearly ‘are’ or ‘are not’)
__________________________________________________________________________
__________________________________________________________________________

(continued on reverse)
1. Clerical Skills

**Typing/Keyboarding**
- Your speed wpm ________

- **Correspondence**
- **Reports**
- **Manuscripts**
- **Tables/Charts/Graphs**
- **Data Entry**
- **Other**

**Transcription**
- Dictaphone/mach. Transcription
- **Exp.**
- **Training**
- Shorthand/speedwriting
- **Exp.**
- **Training**
- **Correspondence**
- **Manuscripts**
- **Medical documents**
- **Meeting minutes**
- **Report preparation**
- **Other**

**Understanding of Technical Terminology**
- **Medical**
- **Engineering**
- **Legal**
- **Scientific**
- Technical equations/symbols

**Ten Key Adding Machine**
- **By sight**
- **By touch**

**Multiple Line Telephone/Switchboard**
- No. incoming lines _____________

**IN-PERSON RECEPTION**
- **Yes**
- **No**

2. Record Keeping

**File Maintenance**
- **Alpha/numeric**
- **Manual**
- **Computer**
- **Medical**
- **Library**
- **Manual**
- **Computer**
- **Library**
- **Manual**
- **Computer**

**Fiscal & Related Records**
- **Inventory**
- **Manual**
- **Bookkeeping**
- **Computer**
- **Billing**
- **Cash handling**
- **Purchasing**
- **Payroll**
- **Personnel/HR**
- **Travel**
- **Budgets**
- **Monitoring**
- **Reconciling**

3. Written Communication

Circle (P) for Proofreading experience, (C) for Composition experience and (E) for Editing/correcting experience.

- **Memos**
- **Correspondence**
- **Policies/procedures**
- **Reports**
- **Other**

4. Internet

Circle (G) for General work experience, (A) for Advanced applications work experience, and (T) for In Training or Previous Training but not normally used. Include the total months of work experience.

- **E-mail**
- **Web-page design**
- **Internet Search**

5. Leading

Check if you have had experience as a lead person.

- **Lead** (assign. instruct. and check the work of others)

  - For how long? __________ years
  - How many led at one time? ________

- **Indicate the type of employees led:**
  - **Students**
  - **Clerical staff**
  - **Temporary/contractors**
  - **Other**

**Responsibilities**
- Reviewing/monitoring work
- Delegating work
- Orienting new employees to position

6. Computer Skills

Circle (G) for General work experience, (A) for Advanced applications work experience, and (T) for In Training or Previous Training but not normally used. Include the total months of work experience.

**Computers/Operating Systems**

- IBM-PC/DOS
- Macintosh
- Unix
- Windows
- Other

**Word Processing**

- WordPerfect
- Microsoft Word
- Word, Macintosh
- Other

**Word Processing Functions**

- **Aligning text**
- **Creating columns**
- **Setting margins**
- **Headers/footers**
- **Setting tabs**
- **Merge/sort**
- **Integrating text with graphics**
- **Creating macros**
- **Uploading/downloading**
- **Creating footnotes/outlines**
- **Cut and Paste**
- **Other**

**Graphics/Publishing**

- Harvard Graphics
- Aldus PageMaker
- PowerPoint
- Other

**Databases**

- Lotus 1-2-3
- Excel
- Other

**Spreadsheet**

- E-mail
- Calendar
- Tasks
- Multi-user
- Other

**Microsoft Outlook**

Signatures: ______________________ Date: __________

Print Name: __________________________