

Jurisdiction: All
Jurisdictional Class: Competitive
Adopted: 04/06/05, 02/24/16, 09/07/22

OFFICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for independently performing complex clerical operations and administrative support tasks for a unit or division of a large department. Incumbents spend a substantial amount of time operating a personal computer and the rest of the time on routine administrative tasks to ensure the efficient workflow of the office. The work also involves responsibility for the entry and retrieval of information using software on a computer and using a computer to produce printed material such as letters, memoranda and forms. Incumbents work under general supervision receiving detailed instructions only where policies have not been determined. This class differs from that of an Executive Assistant by the increased time spent on operating software and the more limited scope of duties and decision-making responsibilities in the unit or program area. This class is distinguished from a Keyboard Specialist by the incumbent's increased independence of operation, and the broader scope and greater complexity of the work. Supervision is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Prepares correspondence, documents, records and other written material in final or draft form using computer software from handwritten, rough drafts, marked copy, oral recordings or data from various equipment as the source material;

Composes and prepares correspondence on matters where policies and procedures are well defined;

Maintains and updates database/spreadsheet records on a personal computer;

Maintains alphabetic, numeric and/or chronological files of records, documents and materials by preparing, coding and filing new material, searching for requested material and periodically purging obsolete material;

Screens callers or visitors to determine the nature of the inquiry and refers to appropriate party or office and answers inquiries as appropriate;

Schedules conferences, meetings and makes travel arrangements;

Establishes and maintains confidential and general office files;

Explains established program policies and procedures to the general public/clients and obtains routine information for program purposes;

Receives, sorts and distributes incoming mail;

Checks, codes and processes requisitions, claims and bills;

Prepares and maintains financial, statistical and personnel records;

Monitors and tracks status of program activities;

Orders supplies and materials;

Collects and gathers information to be used as a basis for reports and memoranda and prepares summaries;

Transmits instructions from supervisor to staff and follows up to ensure deadlines are met;

Operates a variety of office equipment, including personal computer, photocopy machine, fax machine, shredder, etc;

Answers telephone and gives out information.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of modern office terminology, procedures, equipment and business English; good knowledge of the organization, functions, laws, policies and regulations, and terminology of the agency to which assigned; ability to handle routine administrative details independently; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to prepare and maintain program records and routine reports; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; ability to organize and maintain office files; ability to collect information from various sources for program operations; ability to successfully work with and serve a diverse local community; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (a) Possession of an Associate's degree in secretarial science, office management, office technology, business administration or a closely related field with similar course curriculum; or
- (b) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid clerical experience, or its part-time and/or volunteer equivalent; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.