

SENIOR OFFICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of difficult clerical and secretarial tasks and the operation of equipment requiring the manipulation of an alphanumeric keyboard to produce printed copy. The work requires mature office judgment and knowledge of the policies, laws and regulations relating to the program of the agency in which the position is located. Specific duties may vary widely with the needs of division, department, program or agency. The Senior Office Assistant is distinguished from the Office Assistant in that this position involves either supervision, the use of a higher degree of independent judgment and/or the more secretarial nature of the work responsibilities. Work is performed under general supervision. Supervision may be exercised over the work of a small number of subordinate clerical workers. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides support to administrator(s) by receiving telephone calls and visitors, answering questions and making referrals according to office policies and procedures, and regulations and policies relating to program or department, keeps administrator(s) informed and up-to-date on any changes in regulations and policies relating to the program or department;

Operates a personal computer, typewriter and/or other word processing related equipment to produce correspondence, reports, spreadsheets, databases, charts and other work documents, using handwritten, rough drafts, marked copy, oral recordings or data from various equipment as the source material;

Conducts correspondence independently unless it involves administrative judgment in which case it is composed for official signature;

Assigns, reviews and records work done and instructs new employees in the specialized work of the department;

Operates office machines such as a personal computer, word processor, photocopy, mimeograph, calculator, etc.;

Performs routine equipment maintenance tasks;

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

Collects, compiles, summarizes and types statistical and other related reports;

May classify receipts and disbursements, posts, closes, prepare trial balances and annual closings;

SENIOR OFFICE ASSISTANT (cont'd)

May take and transcribe dictation of letters, memorandum, reports and other materials;
May collect fees and accounts for monies received;
May prepare and maintain time records and payroll data;
May operate word processing equipment;
May operate a telephone switchboard or act as a receptionist;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office practices, procedures, terminology and equipment; good knowledge of business arithmetic and English; good knowledge of the policies and regulations relating to the assigned agency; ability to operate an alphanumeric keyboard at an acceptable rate of speed; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to set up appropriate forms, charts and other tabular listings; ability to enter data, organize and maintain records, and prepare reports; ability to understand and carry out moderately complex oral and written instructions; ability to function independently in relatively unstructured situations; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships; accuracy; resourcefulness; initiative; good judgment; tact; courtesy; neat appearance.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma and two (2) years of clerical experience which must have involved the use of computer applications to enter data, maintain records or prepare reports and documents; or
- b) Four (4) years of clerical experience which must have involved the use of computer applications to enter data, maintain records or prepare reports and documents; or
- c) An equivalent combination of training and experience as described above.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for the required experience indicated above on the basis of thirty (30) college credits per year of experience.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education, as a post secondary, degree-granting institution.