

PRINCIPAL OFFICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This class is characterized by high degree of responsibility calling for mature office judgment and knowledge of the policies, laws and regulations relating to the program of the agency in which the position is located. Responsibilities are varied and difficult, and will include planning and administering activities on a moderately large scale, independently performing difficult and complex tasks, and exercise of higher level independent judgment in the handling of non-routine situations and information. Secretarial duties may also be involved. The Principal Office Assistant is distinguished from the Senior Office Assistant by the greater complexity of related duties, by supervision of a number of subordinate office employees, or by a combination of those factors. 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;

Coordinates clerical processing functions involving considerable internal and external communication by letter, telephone;

Operates a personal computer, typewriter and/or other word processing related equipment to produce correspondence, reports, spreadsheets, databases, charts and other work documents;

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

Makes appointments, schedules, and establishes priorities for submission to administrator(s);

Collects, compiles, records and files a variety of records, reports, statistics and other related information;

Operates a variety of office machines such as calculators, scanners, printers, facsimile machines, copying machines and other office equipment;

Reviews data for completeness, accuracy and conformity with established procedure and answers difficult questions related thereto;

Maintains and/or coordinates the maintenance of related office files and records;

Instructs new employees in the routine and specialized work of the department, and assigns and reviews work;

May collect fees and accounts for monies received;

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.

PRINCIPAL OFFICE ASSISTANT (cont'd)

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of the policies, laws and regulations relating to the program of the agency in which the business is located insofar as it is necessary for the proper acknowledgment of the duties; thorough knowledge of business arithmetic and English; ability to plan and direct the work of others; ability to follow complex oral and written instructions; ability to prepare correspondence, reports and other materials; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships; accuracy; resourcefulness; initiative; good judgment.

MINIMUM QUALIFICATIONS:

- a) Graduation from high school or possession of a comparable diploma and five (5) years of progressively responsible clerical experience which included use of computer word processing software, one (1) year of which shall have been in a supervisory or responsible capacity; or
- b) Seven (7) years of progressively responsible clerical experience which included use of computer word processing software, one (1) year of which shall have been in a supervisory or responsible capacity; or
- c) An equivalent combination of training and experience as indicated in a) and b) 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.

SPECIAL REQUIREMENT: Depending on assignment, an incumbent of this class may be required to obtain and maintain appointment as a New York State Notary Public.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.