

ASSOCIATE TYPIST

DISTINGUISHING FEATURES OF THE CLASS: This is office management work of a complex nature involving exercise of higher level independent judgment in the handling of non-routine situations and information. Work involves responsibility for coordinating work projects, clerical activities and other essential functions of a department or programs. Associate Typist is distinguished from lower level Typist classifications by greater complexity of duties and high degree of responsibility. Work is performed under minimal supervision in accordance with specific department policies and objectives, with wide leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is exercised over the work of one or more subordinate office employees. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Coordinates clerical processing functions involving considerable internal and external communication by letter, telephone;
Provides general administrative support services to insure efficient operation of the department;
Assists in department budget preparation, secures budget estimate data, and forecasts and conducts budget studies;
Provides information regarding department services and program information;
Receives complaints and inquiries, either by phone or in person, and makes determination as to course of action to be followed to resolve complaint;
Conducts necessary field work with reference to complaints, research, compliance with applicable rules, regulations, and/or laws;
Reviews and disseminates numerous sources of written information regarding department and program issues, policies, rules and regulations;
Composes correspondence independently on a variety of complex matters relating to the work of the department, agency or program;
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;
Reviews data for completeness, accuracy and conformity with established procedure and answers difficult questions related thereto;
Maintains and/or coordinates the maintenance of complex related office files and records;
Operates a personal computer, typewriter and/or other word processing related equipment to produce correspondence, reports, spreadsheets, databases, charts and other work documents;
Operates a variety of office machines such as calculators, scanners, printers, facsimile machines, copying machines and other office equipment;
May review and determine approval or rejection of applications, registrations, and similar;
May review accounts for delinquency and conduct all necessary follow-up correspondence;

ASSOCIATE TYPIST (cont'd)

May collect fees and accounts for monies received;
May instruct new employees in the routine and specialized work of the department, and assign and review work;
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:

Thorough knowledge of office terminology, procedures and methods; thorough knowledge of the principles and modern practices of office management; working knowledge of applicable laws, rules and regulations; working knowledge of the principles and practices of account keeping and budget control; ability to readily acquire familiarity with departmental organization functions, policies and regulations; good judgment in solving complex clerical and administrative problems; ability to understand and carry out complex oral and written directions; ability to communicate clearly both orally and in writing; ability to establish and maintain effective working relationships; ability to deal effectively with the public; initiative and resourcefulness; tact and courtesy; integrity.

MINIMUM QUALIFICATIONS: Either

- a) Associates degree in business administration, office administration, or management science or related field, and three(3) years of experience in office administration or high level office clerical work; or
- b) Graduation from high school or possession of a comparable diploma and five (5) years of experience in office administration or high level clerical work; or
- c) An equivalent combination of training and experience as described in a) and b) above.

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:

Access to transportation may be required to complete possible field work assignments in a timely and efficient manner.