

## **ADMINISTRATIVE SERVICES ASSISTANT**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a position in the Department of Social Services involving the performance of a wide variety of administrative and technical tasks. The incumbent serves as office assistant to the Commissioner's immediate staff and manages the department's computerized telephone system. This class differs from Administrative Secretary I and II by virtue of the technical work involved in managing the computerized telephone system. Supervision is received from a higher level administrative employee. Training and assistance relative to the telephone system is provided to all department employees.

### **TYPICAL WORK ACTIVITIES:**

1. Serves as secretary to the Commission's administrative staff;
2. Takes and transcribes dictation of a difficult nature;
3. Reviews, processes and approves work orders;
4. Reviews processes and follows through on requests for training, referring to a higher level administrative employee those needing further approval;
5. Coordinates Worker's Compensation Claims; maintains relevant files and compiles necessary reports;
6. Screens, prioritizes and distributes mail for the Director of Administrative Services answering routine correspondence;
7. Organizes materials for meetings;
8. Schedules appointments, meetings and conferences;
9. Screens and routes telephone calls and answers routine questions independently;
10. Serves as telephone specialist for the department managing a mini computer center for its repair and adjustment; repairs system when necessary;
11. Orders and maintains telephone and telephone related equipment;
12. Conducts meetings with division heads to review and revise needs for telephone service;
13. Maintains a database call accounting system;
14. Trains department employees in the use of the telephone system;
15. Responds to staff questions and problems relative to the telephone system;
16. Does related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of office procedures, terminology and equipment; thorough knowledge of business English and arithmetic; working knowledge of the principles and practices of data processing; ability to learn one or more programming languages; ability to learn to write programs; ability to code efficiently; ability to install efficient office methods and procedures; ability to make independent decisions; ability to compose letters and memoranda; ability to type at not less than 35 words per minute; ability to take dictation at not less than 80 words per minute; ability to understand and follow complex oral and written instructions; ability to establish and maintain effective working relationships with others; initiative; tact; courtesy; physical condition commensurate with the demands of the position.

**ADMINISTRATIVE SERVICES ASSISTANT** (Cont'd)

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER:       (A)     Completion of 30 credit hours at a regionally accredited or New York State registered college or university which includes or is supplemented by six (6) credit hours in computer science;
- OR:            (B)     Two (2) years of full-time work experience which included typing, stenography and computer programming duties;
- OR:            (C)     An equivalent combination of training and experience as indicated in (A) and (B) above.

**SPECIAL REQUIREMENT:**

Candidates must indicate ability to type and take stenography, i.e., courses in typing or typing work experience and courses in stenography or stenographic work.

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ADOPTED:    10/17/88

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