

## OFFICE ASSISTANT (LABORATORIES AND RESEARCH)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class performs advanced clerical and routine administrative support duties to ensure the efficient operation of the Office of the Medical Examiner in the Department of Laboratories and Research. The incumbent is responsible for a wide range of clerical duties relating to case management tracking, compiling statistical information, medical transcription and operating word processing equipment used in the typing of various medico-legal reports, documents and correspondences. Further, incumbents perform medical secretarial work. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Maintains and assembles case files for the Office of the Medical Examiner, recording all pertinent information on Medical Examiner's cases;

Compiles statistical information from reports and records for the Medical Examiner's Office and various State and County agencies;

Prepares, on word processing equipment, various medico-legal reports, documents and correspondence;

Types complex and confidential medico-legal reports and correspondence from Dictaphone or cassette recorder;

Maintains accurate and complete records and files;

Opens and screens all mail;

Answers and screens inquiries regarding cases of the Medical Examiner;

Ascertains information on cases to assist in determining if such cases fall under the jurisdiction of the Medical Examiner;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of medical terminology and all of its abbreviated written and spoken forms; good knowledge of medical office procedures; good knowledge of English grammar and arithmetic; good knowledge of office procedures and practices of an office dealing with people in crisis; ability to respond effectively to crises and to stress situations without personal involvement; ability and willingness to be exposed to highly confidential and potentially disturbing information and images; ability to transcribe complex medical terminology; ability to type at a speed of not less than 35 words per minute; ability to comprehend and carry out complex verbal and written directions; ability to empathize and demonstrate sensitivity toward others; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to

use computer applications such as spreadsheets, word processing, e-mail and database software; accuracy, dependability; thoroughness; emotional maturity; tactfulness; initiative; physical condition commensurate with the demands of the position.

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MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of high school or equivalency diploma and three years of experience where the primary function of the position was the performance of general office/clerical work, including one year of experience in a medical or clinical setting.

SUBSTITUTION: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis up to two years of the general experience.

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

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