

OFFICE ASSISTANT (PERSONNEL - SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class performs advanced level clerical, typing, and-or word processing duties in support of higher level staff to assist in the daily operation and administration of the Personnel Office of a County department or facility or at the Westchester Medical Center. Incumbents develop effective working relationships with the public, employees, supervisors, timekeepers and County department staff controlling personnel, payroll and budget. The duties require proficiency in both Spanish and English, providing interpretive and information services. Supervision is not a regular responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Responds to telephone inquiries or other requests for information regarding personnel services, salaries, time and leave benefits, and procedures for making personnel changes, etc.;

Receives complaints and refers them for appropriate resolution;

Maintains detailed logs, personnel records and files in accordance with personnel rules and procedures;

Maintains a detailed up-to-date roster of all current department or facility employees in the appropriate budgeted positions;

Completes personnel transaction forms ensuring that all required documentation is attached in order to implement new hires, promotions, resignations and other personnel changes;

Types correspondence, canvass letters, reports, forms, job postings, etc.;

Responds to written inquiries for employment verification;

Maintains an appointment schedule for professional Personnel staff;

Provides information to timekeepers of the various department or facility divisions;

Coordinates work activities with County Personnel, the Budget office or Payroll to ensure the accurate processing of personnel transactions;

Maintains adequate inventory of supplies, including the initiation and follow-up of purchase requisitions;

Prepares work orders for routine maintenance or repairs;

Duplicates correspondence or records using duplicating equipment;

Enters and retrieves information on automated equipment;

Performs related clerical tasks to ensure the smooth and efficient operation of the Personnel Office of a County department or facility.

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

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

May perform other incidental tasks, as needed.

In addition to the above, when assigned to the Medical Center:

May perform support functions for the Benefits Unit, including responding to routine benefits inquiries, maintenance of benefit records, assisting employees with filling out various benefits forms, etc;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive).

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Knowledge of routine personnel practices and procedures; knowledge of the procedures used to input and retrieve data in a computerized system; knowledge of modern office methods utilized in the preparation and maintenance of records; skill in the use of word processing and/or database applications; ability to communicate effectively both orally and in writing; ability to follow detailed written and oral instructions; ability to establish and maintain effective working relationships; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; 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; tact; initiative; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) a Bachelor's Degree*; or (b) three years of clerical experience, one of which the primary function must have been processing records using word processing or database systems; or (c) a satisfactory equivalent combination of the foregoing training and experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating 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 Education Department as a post-secondary, degree-granting institution.

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Job Group: VI