

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)

Communicates both orally and in writing in the Spanish and English languages;

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 all 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;

EXAMPLES OF WORK: (Illustrative Only)

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.

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.

REQUIRED 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 read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to maintain detailed records and files using automated and manual systems; ability to follow detailed written and oral instructions; ability to establish and maintain effective working relationships; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; accuracy; tact; initiative; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of high school or equivalency diploma and three years of clerical experience, two of which must have primarily involved processing records using word processing or database systems.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for each year of the general clerical experience, and for one year of the specialized 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.