

OFFICE ASSISTANT (PROBATION)

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision, an incumbent of this class performs a wide variety of tasks providing clerical support for a number of administrative or professional staff to assist in the daily operation and administration of the Probation Department. Incumbents will develop effective working relationships with county departments, private vendors, local law enforcement agencies as well as local and regional training organizations. Independent judgment may be exercised occasionally, when routine matters, or when clearly defined policies are involved. Supervision is not a regular responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Utilizes automated word processing equipment using internally stored systems and procedures to produce correspondence, forms, reports, statistical information, and other departmental data, and/or operates a standard typewriter;

Provides general clerical support services to enhance the operation of the grants unit, including application preparation, claims submission, communicating with joint agencies, etc...;

Keeps abreast of grant filing deadlines, renewal and eligibility parameters as well as general application requirements and relates to administrators;

Assists in the preparation of quarterly budgetary reports and other fiscal progress reports as needed;

Assisting in the requisition and maintenance of adequate levels of Probation Officer related equipment;

Coordinates dates, times and attendees with local and national law enforcement agencies for in-service training sessions;

Assists the professional staff in needs assessment data collection and reviews information for trends;

Assists in the preparation of training lessons plans prior to the sessions, audio-visual material used during the sessions and evaluations after completion;

Provides clerical support for the professional staff including the processing of forms and data entering information into an automated system;

Compiles information from manual and automated records for routine reports;

Answers telephone calls and either responds to requests for routine information or routes calls to appropriate staff;

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.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of modern office methods and equipment utilized in the preparation and maintenance of records; knowledge of the procedures used to input and retrieve data in a computerized system; knowledge of clerical budget operations, knowledge of training activities and organizing training programs including course outlines and lesson plans; skill in the use of word processing and/or database applications; ability to evaluate the effectiveness of training programs; ability to communicate effectively both orally and in writing; 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 deal with the public; 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 three years of experience in a law enforcement agency where the primary function of the position was performing general office/clerical work, one year of which must include account or financial record keeping.

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.

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.