

OFFICE ASSISTANT (TYPIST)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class performs a wide variety of tasks providing clerical and office support using a typewriter or word processing equipment. This position requires a full range of skills in the operation of a typewriter or word processing equipment, maximizing equipment capability in compiling statistical information for various reports, setting up and maintaining records and filing systems, and compiling information for management needs. A high degree of initiative and independent action is required to ensure the timely and accurate processing of the workflow. This position is distinguished from the Office Assistant (Word Processing) position in that typing skills are a prerequisite and typing is the predominant function of the position. This level differs from lower level typists in that the tasks performed require a greater degree of independent judgment working with fewer guidelines and less detailed instructions. Supervision may be exercised over subordinate clerical staff as assigned. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Types material using a standard typewriter keyboard, or enters data into automated word processing equipment in order to produce correspondence, documents, forms, reports, records, statistical information, and other departmental data;

Maintains accurate and complete records and files;

Assembles information on a regular basis for preparation of periodic reports;

Provides general administrative support services to enhance the operation of the office to which the incumbent is assigned;

Opens, screens, and routes mail;

Proofreads all typing work;

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

Prepares requisitions and maintains adequate office supplies;

Operates a wide variety of office machines including typewriters, adding machines, duplicating machines, dictating machines, word processing equipment, etc.;

Performs routine maintenance tasks on office equipment such as changing typewriter ribbons, adding paper to the duplicating machine, etc.;

May supervise the work of lower level clerical staff.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of modern office procedures, practices, and equipment; good knowledge of business English; ability to operate a standard alphanumeric keyboard at no less than 35 words per minute; ability to deal with the public; ability to follow verbal and written instructions; ability to proofread copy, with emphasis on identifying and correcting grammatical and spelling errors; ability to get along well with others; discretion; tact; courtesy; patience; 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 general office/clerical experience, one of which involved the use of word processing applications to produce correspondence, forms, reports, or other documents, and the maintenance of records.

SUBSTITUTION: Satisfactory completion of 30 credits* at a recognized college or university, or its equivalent in course hours from an approved institution or office software manufacturer (i.e. Microsoft), may be substituted on a year for year basis for up to two years of the above general office/clerical experience. All coursework must be verified by official transcript. No substitution is allowed for the one year of word processing experience.

NOTE: Data entry experience may not be substituted for the above required word processing 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.