

OFFICE ASSISTANT (WORD PROCESSING)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class performs a wide variety of tasks providing clerical support and acts as an office assistant for a number of administrative or professional staff. Independent action is exercised when routine procedures or clearly defined policies are involved. This position requires a full range of keyboarding skills in the operation of either a word processor and, in some cases, a standard typewriter. When operating word processing equipment, incumbent maximizes equipment capability in compiling correspondence, records, reports statistical information for various reports, setting up and maintaining automated 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 differs from Senior Information Systems Clerk in that incumbents in this position are required to have full knowledge of word processing equipment in order to produce a full range of correspondence and reports in addition to providing general clerical office support to professional and/or administrative staff. Supervision may be exercised over a small number of subordinate personnel. Flexibility of hours may be required. 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;

Sets up automated filing systems on word processing equipment for the storage and retrieval of data input;

Maintains accurate and complete records and files;

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

Compiles information from manual and automated records for routine reports;

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

Maintains appointment calendar for professional staff, schedules meetings;

Opens, screens, and routes mail;

Prepares requisitions and maintains adequate office supplies;

Processes, reviews and forwards forms in accordance with established procedures;

Operates a wide variety of office machines, including word processor and/or standard typewriter, fax machine, copier, etc.;

Acts as back-up for various administrative offices for telephone coverage during the absence of other workers as needed;

EXAMPLES OF WORK: (Cont'd.)

Uses other software applications such as spreadsheets, calendar, e-mail, database software, and desk top publishing, as needed;

Does related clerical work, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of office procedures, equipment and business English; knowledge of the capability of word processing equipment to produce various formats such as correspondence, reports, tables, charts, and file storage; ability to utilize word processing equipment producing printed copy which is neat, accurate, and conforms with standard English usage; ability to operate a typewriter; ability to effectively use computer applications such as spreadsheets, calendar, e-mail and database software; ability to perform simple arithmetic computations; ability to comprehend written material; ability to operate office machines; ability to maintain complex records and files; ability to comprehend and carry out complex verbal and written directions; ability to get along well with others; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; thoroughness; good judgment; dependability; tact; courtesy; 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 where the primary function of the position was performing general office/clerical work, one year of which must have included the use of a typewriter and/or a word processor 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. Completion of 6 credits* in Word Processing coursework at a recognized college or university may be substituted for the one year of word processing experience. All coursework must be verified by official transcript.

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