

OFFICE ASSISTANT (WORD PROCESSING-SPANISH SPEAKING)

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, an incumbent is expected to maximize equipment capability in compiling correspondence, records, reports statistical information for various reports; setting up and maintaining automated records and filing systems, and in 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 the Office Assistant is 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 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. Duties require proficiency in both Spanish and English, providing interpretive and information services. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both Spanish and English;

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 responds to requests for routine information or routes calls to appropriate staff;

Maintains appointment(s) calendar for professional staff and schedules meetings as needed;

Opens, screens, and routes mail;

Prepares requisitions and maintains adequate office supplies;

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

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

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

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

Uses other computer applications such as e-mail, calendar, spreadsheet, database software, desk top publishing;

May access public 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: Good knowledge of office procedures, practices and equipment; good knowledge of business English; ability to utilize word processing equipment to produce various formats such as correspondence, reports, tables, charts, and file storage; ability to enter data on word processing equipment producing printed copy which is neat, accurate, and conforms with standard English usage; ability to operate a standard typewriter; ability effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to communicate effectively in English, both orally and in writing; 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; thoroughness; 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 a primary function of the position was performing general office/clerical work, two years of which must have included the use of computer applications to maintain automated records or produce correspondence, spreadsheets, forms, reports or other documents.

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 one year of the general office/clerical experience and one year of the specialized experience using computer applications as described above. Completion of 6 credits* in word processing coursework at a recognized college or university may be substituted for an additional one year of specialized experience using computer applications as described above. All coursework must be verified by official transcript.

*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