<u>SENIOR OFFICE ASSISTANT (LAW)</u>

<u>DISTINGUISHING FEATURES OF THE CLASS</u>: Under general supervision, an incumbent in this position performs support functions in the   Family Court Bureau of the Law Department. An incumbent performs a variety of complex clerical and administrative support tasks to ensure the efficient operation of the assigned office. These tasks may be in personnel, financial or general management, involving the maintenance of detailed records and the preparation of reports, using an automated information system. Independent action in the performance of these tasks is a key element in order to relieve higher administrators and/or attorneys of details not requiring their personnel attention, and to ensure the efficient operation of the bureau. Supervision is not generally a responsibility of this position; however position may provide direction to law clerks, law interns and summer employees. Does related work as required.

<u>EXAMPLES OF WORK</u>: (Illustrative Only)

Performs general administrative support functions to ensure the effective operation of the bureau in compliance with County and Departmental policies and procedures;

Prepares detailed reports in required format from internal records and other documents, using both manual and automated systems;

Prepares and makes entries into the computerized court calendar system and notifies attorneys of their daily court appearances;

Responds to inquiries concerning procedural issues and provides assistance in processing forms or making appropriate contacts to expedite management objectives;

Sets up and maintains complex records and filing systems for legal documents and administrative files;

Reviews billing vouchers submitted by process servers in order to ensure the accuracy of bills and resolves all discrepancies before bills are paid;

Provides direction to law clerks and law interns regarding bureau processes and procedures in order to ensure effective work flow;

Prepares memorandums and reports related to bureau procedures and problems, and makes recommendations to administration regarding same;

Acts as liaison between the process servers and the Department of Social Services to verify deliveries and non-deliveries; (DSS reimburses the bureau for petitions, etc. the process server serves on DSS's behalf. DSS does not have its own process server)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May act as messenger and process server when required;

May perform incidental tasks, as needed.

REQUIRED KNOWLEDGE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the fundamentals of office management and administrative support; good knowledge of office recordkeeping practices; ability to communicate effectively both orally and in writing; ability to carry out complex oral and written directions; ability to deal effectively with others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software in performing work assignments; initiative; thoroughness; accuracy; good judgment; tact; physical condition commensurate with the demands of the position.

MINIMU ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of an equivalency diploma and four years of clerical, secretarial, or staff support experience.

SUBSTITUTION: Satisfactory completion of 30 credits toward a Bachelor's Degree* may be substituted on a year for year basis for each year of the above stated experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.