

STAFF ASSISTANT (MENTAL HEALTH)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this class is responsible for performing administrative and staff support functions to implement the goals of the department. An incumbent may conduct special studies, prepare reports, make recommendations, concentrate in a specific area of the department, etc., and is expected to exercise independent judgment within established policies and procedures. The work may involve considerable interoffice and public contact. Supervision is not normally a responsibility of this position but may be exercised over clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists management or administrative staff in assembling data for specific programmatic or operational areas;

Coordinates and organizes activities of assigned clerical employees for specific projects, studies, surveys and special documentation as required;

Reviews and interprets program goals and procedures;

Performs various clerical and administrative support tasks within assigned program area;

Compiles data and prepares statistical reports on departmental activities;

Assists with mailings and photocopying as needed, including opening, screening, date stamping and routing mail;

Acts as liaison between department staff, agencies and the general public;

Assists in facilitating work flow of unit;

May prepare time and attendance records for unit;

Assists in the preparation of the annual budget;

Responds to inquiries pertaining to the functions and activities of the department;

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 the department's organization and operations; good knowledge of office management and administrative support practices and techniques; ability to gather and analyze data; ability to plan, organize and coordinate program activities; ability to plan and present ideas clearly and effectively both orally and in writing; ability to establish and maintain effective working relationships; ability to prepare concise reports; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd.) duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; tact; good judgment; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and four years experience where the primary function of the position was clerical, secretarial, office management, and/or staff or administrative support experience.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the above stated 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 Department of Education as a post-secondary, degree-granting institution.