

STAFF ASSISTANT (OFFICE OF ADVOCACY AND COMMUNITY SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class are responsible for performing administrative support tasks to aid in the administration of the Office for the Disabled, the Office for Women, the Office of Veterans Services or the Youth Bureau, including implementing procedures for program planning and monitoring. Responsibilities may involve considerable inter-office and public contact. Supervision may be exercised over lower level staff. Does related work as required.

EXAMPLES OF WORK:

Monitors contracts agencies providing services to youth, women, veterans and disabled citizens of Westchester County, in accordance with established goals and objectives;

Provides support in the planning and coordination of special events e.g. the Women's Hall of Fame Luncheon, domestic violence awareness month programs and calendar, the Day at Playland for the Disabled, Youth Month and other activities;

Provides information and referrals to individuals and community groups on available programs and services, keeps data sheets and statistics on numbers and content;

Assists in assembling and compiling data and preparing statistical reports for specific programmatic or operational areas to ensure compliance with contract and program criteria;

Maintains inventory control of general office supplies, and orders supplies as necessary;

Provides administrative and clerical support to professional staff in various program areas as assigned, e.g. billing, reviewing and preparing applications for funding, processing required forms, compiling needed documentation, etc.;

Assists with the preparation of informational materials, brochures and newsletters, and assists in outreach and training;

Prepares monthly report of activities for submission to DSS for reimbursement purposes, as well as, preparing the Quantitative Indicators section of the Annual Budget Request;

Assists in compiling and assembling the annual budget;

May supervise lower level staff, volunteers or interns;

Attends meetings and takes minutes as required;

Maintains and monitors time and attendance of all office staff;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of community organizations and resources available to assigned target groups (youth, disabled, women or veterans); good knowledge of the issues affecting assigned target groups (youth, disabled, women or veterans); knowledge of the practices and procedures used in public administration and office management; knowledge of the principles and practices related to the delivery of services to target groups; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to gather and analyze data; ability to plan, organize and coordinate program activities; sensitivity to clients; good organizational skills; initiative; tact; flexibility; resourcefulness; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and five years of experience in customer service, human services, administrative support, and/or community work.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Bachelor's Degree* 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 on the New York State Education Department as a post-secondary, degree-granting institution.