

## STAFF ASSISTANT (RESOURCES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for performing a variety of administrative support tasks relating to the monitoring, control, and collection of client resources and other resources available to the Department of Social Services, in order to recover funds the department expended on the customer's behalf. Additionally, an incumbent in this position performs moderately complex recordkeeping tasks in accordance with established policies of the Bureau of Resources for the Financial Administration division. Supervision is not generally a responsibility of this class, but may provide guidance and leadership over subordinate staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs research, data gathering, analyses and compilation of reports regarding customer assets for cases involving security deposits, estates, trusts/grants, spousal refusal, personal injury, and/or real estate;

Monitors and maintains individual customer's account balances utilizing either manual or automated accounting systems;

Monitors program and procedural compliance to protect the Department of Social Services interest in customer assets;

Implements and maintains appropriate controls to insure the preservation of customer assets;

Assists higher level staff in the Financial Administration division with establishing and maintaining records and controls regarding all monies received by the Department;

Conducts activities necessary to prepare or record routine legal proceedings related to recoveries;

Compiles and analyzes data to produce and maintain various resource diversion and management reports;

Assists management or administrative staff in responding to inquiries and producing automated and manual reports as assigned;

Interacts with attorneys, landlords, insurance companies, and others in order to identify funds available for recovery by the department, provide documentation and information, respond to inquiries, etc.;

Makes recommendations to supervisor to settle recoveries for less than the amount owed;

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 methods, policies and procedures used in reporting systems; good knowledge of modern account keeping principles and procedures; knowledge of tenant/landlord, insurance, real estate and business procedures; knowledge of the provisions of New York State Social Services Law as relates to customer resources; ability to perform arithmetical calculations accurately and quickly; ability to file and retrieve records and data accurately and efficiently; ability to function effectively within specific automated accounting systems and to observe differentiate and manipulate various alpha/numeric coded transactions; ability to provide accurate and timely responses to information requests both orally and in writing; ability to establish and maintain effective working relationships with others; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; resourcefulness; accuracy, thoroughness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) five years of experience where the primary function of the position was providing administrative support in insurance, business, or real estate; or (b) a Bachelor's Degree\* and one year of experience as defined in (a); or (c) a Bachelor's Degree\* in Business Administration, Finance or Public Administration.

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