

STAFF ASSISTANT (SOCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class provides support in the implementation of social services administrative programs and procedures. Incumbents perform moderately complex tasks in support of a higher level administrator to assure the smooth and effective operation of the assigned office or division. Responsibilities involve monitoring program operations, financial activities or procedures, complex record keeping, and research and reporting assignments. This position requires independent action and initiative in completing assignments. Responsibilities may include extensive inter-office and public contact. Supervision may be exercised over a number of assigned clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Monitors compliance by staff, clients, or vendors with contract, financial and program requirements, as assigned;

Assists management or administrative staff in assembling data relative to specific problem and operational areas; may review materials to determine trends and prepare reports on same;

Audits claims and payments processed to ensure compliance with fiscal regulations; investigates non-compliance issues by gathering pertinent materials, reviewing nature of problem, and presenting information to managers;

Analyzes statistical data, and prepares reports for internal and external use;

Cooperates with other staff members in the design of research and data collection projects;

Makes recommendations based on results of research projects;

Answers inquiries from and interprets program requirements to departmental staff, vendors, other organizations and the public;

Performs various complex clerical and moderately complex administrative support tasks;

Maintains detailed records and files;

May supervise lower-level clerical or paraprofessional staff;

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.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the Department of Social Services organization and operation; good knowledge of common accounting, budgeting, contract and program practices used in municipal government; knowledge of administrative practices and techniques; ability to gather and analyze data; ability to file and retrieve records and data accurately and efficiently; ability to provide accurate and timely responses to information requests both orally and in writing; ability to establish and maintain effective working relationships with professional, technical, managerial and clerical personnel; 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; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and one year of experience that involved providing clerical or staff support in the areas of budgeting, accounting, research, or statistical analysis.

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