

## STAFF ASSISTANT (SUPPORT SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this position provides technical assistance to the Financial Administration division of the Department of Social Services. Incumbents exercise independent judgment in the interpretation and application of established policies and procedures in the performance of various administrative support tasks. Incumbents also produce statistical reports on a frequent basis for higher level administrators. May supervise clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Prepares reports and analyses of department-wide operations, which may include charts, graphs, tables, etc., which will be used to evaluate performance against county, state and federal reporting requirements;

Participates in internal administrative support tasks such as department budget preparation and control by producing reports on appropriates and expenditures;

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;

Tabulates and analyzes data, making recommendations for improvement;

Assists with monitoring department-wide activity in order ensure compliance with established goals and objectives;

Prepares various database reports, such as vendor history and other ad hoc reports, for administrative staff as required;

Assists in the identifying training and staff development needs for support staff, and schedules same;

Serves as primary source of departmental data, and provides management with statistical data, trends, and estimates;

May perform other administrative support tasks such as: opening, screening and routing mail; responding to inquiries and requests; taking notes at meetings; maintaining files, records, databases, etc.;

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:

Thorough knowledge of the techniques used in compiling, tabulating, verifying and presenting statistical data on a non-professional basis; good knowledge of administrative support and administrative processes and techniques, e.g., workflow scheduling, for the purpose of improving administrative support systems; ability to prepare clear, concise and informative oral and written reports related to the development of statistical studies and their results; ability to interpret complicated statistical requests; ability to assist in budget preparation; ability to understand and analyze organizational functions, operations, goals and objectives; ability to implement and modify administrative procedures; ability to establish and maintain effective working relationships; 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; resourcefulness, initiative, good judgment; 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 in a staff or administrative support, or office management capacity, which included compiling and preparing statistical data; or (b) a Bachelor's Degree\* and one year of experience as defined in (a); or (c) a satisfactory equivalent combination of training and experience as defined by the limits of (a) and (b).

SUBSTITUTIONS: Satisfactory completion of 30 credits\* towards a Master's Degree\* may be substituted for one year of the required 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 Education Department 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.