

## SUPPORT SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for assisting in resolving operational issues involving support services such as housekeeping; duplicating and reproduction; receiving and inspection; storeroom services; maintenance; transport, mail delivery and messenger services; office machine and equipment repair; housekeeping services; etc. Incumbents establish and maintain effective liaison with all units of the department or departmental unit to ensure that their operational needs are met and that problems are resolved. Work is performed with considerable independence in accordance with prescribed policies, procedures, rules and regulations. Although supervision is not a responsibility of this class, coordination and direction of ancillary support staff may be required to ensure completion of tasks. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Oversees the daily support activities of the department or departmental unit, providing technical and manual assistance in resolving problems relating to ancillary support services;

Follows-up with ancillary support departments to ensure effective and efficient problem resolution;

Interfaces with ancillary support divisions to retrieve information, deliver goods, and investigate issues to immediately resolve problems;

Monitors equipment to ensure it is properly maintained and replaced when necessary, and that stock and work areas are kept in a safe, neat and orderly manner;

Keeps abreast of technical advancements in each area and recommends changes to operations to improve efficiency;

Maintains on-going relationships with all units to keep abreast of their services needs and to anticipate problems;

Reviews and approves the preparation of information and data for status reports.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principles and practices of departmental operations; good knowledge of the techniques, procedures and processes used in providing support services; knowledge of hospital support service operations; ability to develop and implement cost effective and efficient procedures; ability to meet emergency situations and to incorporate unanticipated workloads into the regular workflow; ability to develop charts, graphs and tables of work activities; ability to establish and maintain effective working relationships; resourcefulness; initiative; tact; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and six years of staff or line support experience, two of which must have involved warehousing or materials management of general supplies, medical/surgical supplies or food supplies in a hospital.

SUBSTITUTION: Satisfactory completion of 30 credits\* in Business Administration or related field may be substituted on a year for year basis for up to four years of the above required experience, not including the specialized 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.