

OFFICE ASSISTANT (AUTOMATED SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, incumbents of this class provide clerical and office support of a routine nature associated with the functions of the assigned agency, department or office. Incumbents are required to operate a variety of computer applications, as responsibilities involve maintenance of both automated and manual files and records, and producing various document formats for finished copy using automated systems. Other typical duties include providing information to the public or visitors regarding office procedures and services, either in person or over the phone; answering telephones and taking messages; processing forms and collecting fees related to office activities; and other related clerical tasks. Independent judgment is exercised when routine matters or clearly defined policies are involved. This level differs from the Senior Office Assistant (Automated Systems) in that the tasks performed are routine, requiring entry level skills, whereas the Senior Office Assistant (Automated Systems) requires advanced level skills and functions more independently in carrying out complex assignments. Supervision is not a responsibility of this position; however, incumbents may oversee the work of part-time or seasonal help. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Maintains an automated office record system for the assigned department by entering and retrieving data on a computer;

Maintains detailed manual records and files in alphabetic, numeric or chronological order;

Retrieves data and compiles information from manual and automated files for the preparation of routine reports and correspondence, and to prepare other reports, charts, responses to inquiries, etc., as directed;

Generates correspondence, memoranda, reports and/or other information of a routine nature; i.e., form letters, pre-formatted documents/forms, etc. using a word processor and various software applications;

Provides general information to the public, in person and over the phone, about office programs and procedures;

Receives visitors to an office, ascertains their business and directs them to an appropriate staff member or office;

Answers telephone and refers callers to appropriate party;

Opens, screens and routes incoming mail and correspondence to appropriate party, and prepares outgoing mail and materials;

Operates a variety of office equipment, such as adding machines, duplicating machines, fax machines, postage meters, etc.;

May schedule appointments for professional or field staff or make arrangements for meetings by preparing necessary materials as directed;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

May receive the public applying for permits, licenses and/or filing applications for programs administered by the assigned department;

May review applications submitted for accuracy/completeness and process same in accordance with established procedures;

May collect and record fees for various licenses, permits and/or applications submitted, as applicable to the functions of the assigned department;

May prepare purchase requisitions to reorder needed supplies and equipment, as directed;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Assists other clerical workers in the office as directed by the supervisor.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES, ATTRIBUTES: Good knowledge of office terminology, procedures, equipment and business English; knowledge of proper grammatical usage, punctuation and spelling; familiarity with the capabilities of computer software applications to produce various document formats such as correspondence, reports, tables, charts and file storage; ability to plan, organize and efficiently perform clerical functions; ability to manipulate a standard alphanumeric keyboard at rate of 35 words per minute; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software to produce a variety of formats for correspondence, records, reports and maintenance of files; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to operate a variety of office machines; ability to understand and carry out oral and written instructions; ability to deal effectively with the public; ability to get along well with others; discretion; tact; courtesy, accuracy; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Possession of a high school or equivalency diploma.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

Towns, Villages, Special Districts,
Cities of Rye and Peekskill
School Districts

J.C.: Competitive
MPM3

Job Class Code: 0750/S750