

SENIOR OFFICE ASSISTANT (AUTOMATED SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class performs a wide variety of advanced level tasks providing office support to administrative or professional staff. This position requires a full range of skills in the operation of a computer using various software applications to maximize equipment capability in compiling statistical information for various reports, setting up and maintaining automated records and filing systems, and producing correspondence and other document formats. Duties cover the more difficult and advanced aspects of software applications to create files, manipulate data and process text. A high degree of initiative and independent action is required to ensure work is completed accurately and on a timely basis. This level differs from the Office Assistant (Automated Systems) in that the tasks performed require advanced level skills and the position functions independently in carrying out complex assignments, whereas the Office Assistant (Automated Systems) performs routine tasks requiring entry-level skills. Supervision may be exercised over subordinate personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Utilizes automated word processing equipment using internally stored systems and procedures to produce correspondence, forms, reports, statistical information and other office/departmental data;

Provides general administrative and clerical support services to enhance the operation of the office to which the incumbent is assigned;

Sets up automated filing systems for the storage and retrieval of data;

Maintains accurate and complete records and files;

Manipulates, revises or copies data to produce and/or enhance reports;

Compiles a variety of data from automated and manual office records and outside sources to create reports for staff, departments or governmental agencies;

Composes, proofreads, edits, corrects and formats memos and correspondence;

Composes correspondence or transcribes meeting minutes from verbal instruction, written notes, or tape recordings;

Maintains appointment calendar for professional staff, schedules appointments and sets up meetings for administrators, staff, students, etc.;

Answers telephone calls and either independently handles requests for routine information about department or office procedures and programs or routes calls to appropriate staff;

Receives, reviews and processes forms, papers and other documents in accordance with established procedures;

EXAMPLES OF WORK (Illustrative Only) (Cont'd.):

Opens, sorts and reads incoming mail, responds to routine correspondence about department or office procedures and programs and/or directs to appropriate staff person;

Prepares purchase orders and maintains inventory of office supplies and forms;

May prepare and maintain materials that are highly confidential or sensitive in nature such as disciplinary, individual educational programs and counseling reports, etc;

May assign and review the work of subordinates and instruct new employees in the work of the office;

Uses other software applications such as spreadsheets, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of office procedures, equipment and business English; good knowledge of the capabilities of computer software applications to produce various formats, such as correspondence, reports, tables, charts and file storage; ability to utilize word processing equipment to produce copy that is neat, accurate and conforms with standard English usage; ability to manipulate a standard alphanumeric keyboard at a rate of 35 words per minute; ability to operate office machines; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to perform simple arithmetic computations; ability to comprehend written material; ability to maintain complex records and files; ability to comprehend and carry out complex verbal and written directions; ability to get along well with others; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; thoroughness; good judgment and discretion, dependability; tact; courtesy; initiative; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience where a primary function of the position was performing general office/clerical work, two (2) years of which must have included the use of computer applications to maintain automated records or produce correspondence, spreadsheets, forms, reports or other documents.

SUBSTITUTION: Satisfactory completion of 30 credits* at a recognized college or university, or its equivalent in course hours from an approved institution or office software manufacturer (i.e. Microsoft) may be substituted on a year for year basis for one (1) year of the general office/clerical experience and one (1) year of the specialized experience using computer applications as described above. Completion of 6 credits* in word processing coursework at a recognized college or university may be substituted for an additional one (1) year of specialized experience using computer applications as described above. All coursework must be verified by official transcript.

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.

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.