

STAFF ASSISTANT - REGIONAL INFORMATION CENTER
(BOCES # 2)

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision of higher level management, an incumbent of this class is responsible for providing direct clerical support to Lower Hudson Regional Information Center (LHRIC) staff in order to ensure the efficient operation of the Southern Westchester BOCES LHRIC. Incumbents provide information and assistance to component school districts and vendors regarding LHRIC services. Position has extensive interaction with staff members, school district personnel and vendors, and requires the ability to work independently and apply good judgement. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides information and assistance to component school districts regarding LHRIC services;

Assists in identifying customer problems and refers to appropriate staff;

Acts as liaison for LHRIC staff with school district personnel and vendors, e.g., follows-up on outstanding orders, reports back to district on status of orders;

Performs a variety of clerical tasks: operates automated systems equipment to generate correspondence and maintain databases; sorts and distributes mail, operates office equipment such as photocopier and fax; relieves Telephone Operator at lunch and at break times;

Schedules all workshops for personnel in component school districts;

Makes preliminary preparations for workshops: registration, coordination (ensuring participants have taken necessary prerequisite courses), telephones contact to confirm attendance, provides information regarding conference agendas, provides directions to participants;

Photocopies and collates training materials for classes and/or presentations;

Prepares rooms for meetings/training sessions, including setting up computers for workshops;

Compiles reports for user districts extracting information from in-house data base, e.g., how many teachers/administrators participated in training programs; how many people in the district are using the Internet;

Compiles data such as departmental reports, budget templates, and historical analysis to assist managers in the preparation of the annual budget;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Compiles data extracted from in-house database to assist in the billing process, i.e., determines the number of W-2 forms generated for a district so that the financial section can determine the charge for the service;

Compiles data, statistics, and materials for reports, e.g., State Planning Report: BOCES provides information to the New York State Department of Education such as how many personal computers and file servers were added to the network;

Prepares requisitions and purchase orders and tracks district billing status;

Maintains software library;

Provides library support service to district teachers concerning identification and evaluation of software programs;

Uses computer applications or other automated systems such as spreadsheets, word processing, e-mail and database software.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the practices and procedures in operating and maintaining automated office systems; good knowledge of general business practices and procedures; ability to learn the operations of any of the LHRIC departments; ability to operate an alphanumeric keyboard; ability to communicate both orally and in writing; ability to work well with staff and user school district personnel; ability to think logically; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; resourcefulness; good judgement; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and two (2) years of clerical experience, one (1) year of which must have involved the use of word processing to produce correspondence or data entry using an automated database.

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted for one (1) year of the required general clerical experience. There is no substitution for the one (1) year of 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 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.