

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for independently performing complex clerical operations and administrative support tasks for a department head, administrative officer or program manager. Incumbents spend a substantial amount of time keyboarding and the rest of the time on routine administrative tasks to ensure the efficient work flow of the office. Employees in this class work under general supervision receiving detailed instructions only where policies have not been determined. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Types correspondence, memorandum, reports and other documents using a typewriter, word processor or personal computer;
May transcribe correspondence from a dictation machine;
Composes and types correspondence on matters where policies and procedures are well-defined;
Screens callers or visitors to determine the nature of the inquiry and refers to appropriate party or office and answers inquires as appropriate;
Schedules conferences, meetings;
Establishes and maintains confidential and general office files;
Explains established program policies and procedures to the general public/clients and obtains routine information for program purposes;
Receives, sorts and distributes incoming mail;
Checks, codes and processes requisitions, claims and bills;
Prepares and maintains financial, statistical and personnel records;
Monitors and tracks status of program activities;
Orders supplies and materials;
Collects and gathers information to be used as a basis for reports and memoranda and prepares summaries;
Transmits instructions from supervisor to staff and follows up to ensure deadlines are met;
Answers telephone and gives out information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, practices and procedures;
Good knowledge of business arithmetic and English;
Good knowledge of the organization and functions of the office to which assigned;
Ability to handle routine administrative details independently;
Ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed;
Ability to prepare and maintain program records and routine reports;
Ability to establish cooperative relations with the public and staff in other governmental and private agencies;
Ability to organize and maintain office files;
Ability to carry out oral and written directions;
Ability to collect information from various sources for program operations;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered two-year college or university with an associate's degree in secretarial sciences or a closely related field; or
 - (b) Graduation from high school or possession of a high school diploma and two years of clerical experience which shall have involved typing; or
 - (c) Four years of clerical experience which shall have involved typing; or
 - (d) An equivalent combination of training and experience as defined by the limits of (a), (b), and (c) above.
-