ADMINISTRATIVE AIDE

DISTINGUISHING FEATURES OF THE CLASS: The incumbent works as a staff assistant to the administrative head of a large department in the performance of a variety of routine administrative tasks. Work assignments are received from an administrative superior with major emphasis on dealing with a large volume of personnel matters; however, the employee also facilitates the work of the department by answering routine correspondence and interviewing persons. Work is performed under the supervision of the department head who reviews work through conferences.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Interviews job applicants, reviews applications and checks qualifications in accordance with department standards;
- Recommends to department head those persons who meet qualifications for appointment;
- Talks with persons making complaints or requesting service of the department;
- Refers persons to offices where action is taken, supplies information pertaining to departmental policy as required;
- Answers routine correspondence;
- Performs important clerical work involving the exercise of some independent judgment in making decisions on general business problems of the department;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of business English, spelling and arithmetic;
- Good knowledge of office practices, procedures, and equipment;
- Good knowledge of personal computers and office equipment;
- Working knowledge of personnel methods and techniques of modern public personnel administration;
- Ability to interpret and apply office policies, practices, applicable laws and regulations;
- Ability to apply clerical and procedural principles to specific work problems;
- Ability to keep complex records and to prepare periodic reports on such records;
- Ability to establish and maintain effective working relationships with employees, other governmental officials and the general public;
- Good judgment;
- Clerical aptitude;

SEE REVERSE SIDE
- Mental alertness;
- Neatness;
- Accuracy;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

A. Graduation from high school or possession of a high school equivalency diploma and three (3) years of satisfactory fulltime paid responsible clerical experience; **OR**

B. Four (4) years of satisfactory fulltime paid responsible clerical experience; **OR**

C. Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**PROMOTIONAL EXPERIENCE:**

One (1) year of permanent class service as an Administrative Assistant or Clerk Typist II in the City of Albany departments.