KEYBOARD ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the performance of clerical and secretarial duties and the full-time or substantial part-time operation of a computer for the entry and retrieval of information using software to produce printed material such as letters, memoranda and forms. Independent action is exercised when routine procedures or clearly defined policies are involved. A high degree of initiative and independent action is required to ensure the timely and accurate processing of the workflow. This position differs from a keyboard specialist in that incumbents in this position are required to have full knowledge of automated computer equipment in order to produce a full range of correspondence and reports in addition to providing general office support to professional and/or administrative staff. Supervision is not a responsibility of this position.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides general administrative support services to enhance the operation of the office to which the incumbent is assigned;
- Types material using an alphanumeric keyboard to produce correspondence, reports, payrolls, lists, statements, vouchers, purchase orders, bills and/or other financial documents;
- Proofreads and corrects work, producing an accurate, clean and completed prepared copy;
- Prepares, stores and retrieves lists and documents;
- Answers telephone and gives out routine information;
- Operates a wide variety of office machines, including computer, typewriter, fax, copier, shredder, etc.;
- Receives visitors, ascertains their business and directs to appropriate staff;
- Sorts, date stamps and distributes mail and packages;
- Performs routine equipment maintenance tasks;
- Maintains alphabetic, numeric and/or chronological files of correspondence, documents and materials by coding and filing new material, searching for requested material and periodically purging obsolete material;
- May prepare and maintain time records and payroll data;
- May issue licenses, permits and other papers in accordance with law, regulation or administrative practice;
- 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 modern office terminology, procedures, equipment and business English;
- Ability to operate a personal computer and utilize common office software programs including word processing and databases at an acceptable rate of accuracy and speed;
- Ability to effectively use computer applications such as spreadsheets, calendar, email, and database software;
- Ability to set up appropriate forms, charts and other tabular listings;
- Ability to perform close, detail work involving considerable visual effort and concentration;
- Ability to understand and follow oral and written instructions;
- Ability to maintain neat and legible records;
- Good judgment;
- Initiative;
- Tact and courtesy;
- Reliability;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

(A) Graduation from a regionally accredited New York State registered college or one accredited by the New York State Board of Regents to grant degrees with an Associate’s Degree or higher in Business Administration or related field and two (2) years full-time paid experience in the performance of general office or clerical work; OR

(B) Graduation from high school or possession of a high school equivalency diploma and four (4) years full-time paid experience as described in (A); OR

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

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-to-year basis for up to two (2) years in the performance of general office or clerical work.