

OPERATIONS AIDE
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Operations Director, the incumbent is responsible for providing clerical and administrative support for the Director and departmental supervisory staff. Duties also include maintenance of departmental files, petty cash fund, procurement of goods and services, scheduling and attending various meetings, and distribution of meeting reports. The incumbent also maintains employment lists and schedules pre-employment tests. Supervision of others is not typical of this position.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Maintains computerized and manual payroll records;
- Maintains multiple departmental files, i.e., purchasing requisitions, vendor records, service contracts, tenant information, insurance data, service reports and general correspondence;
- Maintains data and performs research of departmental and regulatory reports;
- Coordinates the handling of resident complaints and issues with agencies or vendors with the appropriate supervisor;
- Schedules in-house and/or contracted work between Operations Director and management staff;
- Schedules and attends various meetings;
- Generates meeting agenda;
- Records, documents and distributes meeting minutes;
- Assembles data for outsourcing of contract work, HUD specifications and labor rates as applicable;
- Organizes data into contract form, prepares completed contract documents, prepares information for advertisement in newspapers and related publications;
- Maintains employment lists for both seasonal and full-time positions;
- Coordinates/schedules prospective job candidates;
- Schedules pre-employment testing of prospective employees;
- Maintains departmental scheduled leave requests;
- On a daily basis prepares outgoing departmental mail, sorts and delivers incoming departmental mail;
- Performs routine clerical duties for the Operations Director and departmental supervisory staff;
- Answers telephones, takes messages and e-mails, delivers to appropriate departmental staff;
- Maintains petty cash fund;
- Coordinates procurement of goods and services for departmental staff;

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- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of office terminology, procedures, personal computers and office equipment;
- Good knowledge of business arithmetic and English;
- Ability to understand and follow oral and written instructions;
- Ability to make routine arithmetic computations and tabulations accurately and with reasonable speed;
- Ability to maintain clerical records and prepare report forms;
- Ability to establish and maintain effective working relationships with other employees and with the public;
- Ability to write legibly;
- Clerical aptitude;
- Mental alertness;
- Neatness;
- Accuracy;
- Tact and courtesy;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in Business or Business Administration or related field; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and at least twelve (12) months of satisfactory, fulltime paid clerical/office work experience; **OR**
- C. Three (3) years of satisfactory fulltime paid clerical/office work experience; **OR**
- D. Any equivalent combination of training, education and experience as defined by the limits of (A), (B) and CC) above.

SPECIAL NOTE: A valid NYS Driver's License is required at the time of appointment and for the duration of employment.

The terms of employment require the use of an employee's vehicle for transportation.