OPERATIONS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Commissioner and Deputy Commissioner of the Department of General Services, the incumbent is responsible for assisting in the supervision of the clerical staff. The incumbent also has responsibility for all office services and performs as a liaison between the department and division heads and the office staff in the divisions of engineering, landfill services, street cleaning, parks, rubbish and snow removal, and customer service. Because of the large volume of year-round patronage, the incumbent provides hands-on guidance to staff whose main responsibilities are to direct and assist citizens with the enforcement of all laws, regulations and policies of the Department. Unique to this position is the large volume of information that must be coordinated between various divisions of the department and the year-round changes and influxes of different types of requests. Direct supervision is exercised over a substantial number of clerical and administrative employees.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Coordinates City residents’ questions, concerns, or complaints with departmental staff and directs information to the appropriate divisions;
- Instructs clerical and administrative employees on departmental rules, regulations and procedures;
- Monitors the job performance of clerical and administrative staff;
- Responds to department and division heads problems, or concerns and recommends corrective measures;
- Conducts regular checks and balances on clerical activities to ensure the coordination of efforts are met;
- Assigns work activities to employees to ensure efficient operations;
- Schedules work hours of staff and reviews schedules to ensure proper coverage;
- Assists clerical staff by providing hands on expertise to resolve complaints or problems for City residents;
- Establishes and maintains working relationships with department and division heads;
- Monitors, counsels and disciplines clerical staff as necessary;
- Assists in the processing and monitoring of personnel time and payroll records;
- Prepares requisitions for supplies and materials;
- 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 the policies and procedures utilized in office management and operations;
- Good knowledge of the City of Albany’s organizational structure and the responsibilities of each department;
- Good knowledge of the rules, regulations and procedures of the Department of General Services;
- Good knowledge of personnel and financial record keeping;
- Good knowledge of personal computers and office equipment;
- Ability to communicate oral and written instructions;
- Ability to direct, plan and supervise the work of others;
- Ability to maintain records and files;
- Ability to prepare basic reports;
- Ability to deal with others tactfully and effectively;
- Integrity;
- Accuracy;
- Resourcefulness;
- Good judgment;
- 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 Bachelor’s Degree and four (4) years of fulltime paid experience in public and/or private administration which must include supervisory authority; OR

B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associates Degree and six (6) years of fulltime paid experience as defined by the limits of (a); OR

C. Graduation from high school or possession of a high school equivalency diploma and eight (8) years of paid fulltime experience as defined by the limits of (a) and (b) above;