

STAFF ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of a higher level employee, an incumbent of this position performs complex clerical support work and administrative functions. The work performed is higher level in nature and requires good knowledge of the policies, functions and procedures of a department. The work involves responsibility for updating, maintaining and organizing records and reports. Ability to interact with employees and retirees, job applicants, general public, benefit administrators, and other governmental personnel is an essential job function. Exercise of independent judgment is a major aspect of the work. This class differs from the entry level by the degree of difficulty of work assignments and the level of responsibility in the incumbent's role with their assigned staff. A high degree of initiative and independent action is required to ensure the timely and accurate processing of the workflow. Supervision is not a responsibility of this position.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Performs administrative and clerical functions with regard to employee benefits including routine benefit inquiries, and assists employees with various benefit forms;
- Maintains personnel records, payroll records, worker's compensation forms, and other documents related to personnel administration;
- Prepares exam announcements, job posting announcements and advertisements for local newspapers;
- Reviews candidate applications and makes recommendations as to qualifications;
- Collects and compiles information, data and statistical reports;
- Compiles and maintains personnel and civil service record files;
- Contacts and assists employment seekers/civil service examination applicants regarding missing, incomplete or unsigned applications;
- Prepares correspondence received from various outside agencies and municipalities;
- Researches prior employment requests;
- Orders civil service examinations;
- Assists with creating job descriptions;
- Assists in the preparation of certified eligible lists;
- Assists in the preparation of the civil service annual report;
- Assists with enrolling new employees in health insurance plans;
- Assists with coordinating COBRA notifications to employees or dependents as mandated by Federal Law;
- Enters and retrieves information in automated information systems;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of Civil Service Law;
- Good knowledge of modern office terminology, procedures, equipment and business English;
- Good knowledge of office record keeping practices;
- Good knowledge of word processing, spreadsheets and database software applications;
- Ability to maintain neat and legible records;
- Ability to understand and follow oral and written instructions;
- Ability to meet and deal effectively with employees and the public;
- Ability to effectively communicate both orally and in writing;
- Accuracy;
- Reliability;
- Resourcefulness;
- Good knowledge of personal computers and office equipment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree (or higher) in Public Policy, Business or Public Administration, Human Resources Management or related field and one (1) year full-time paid administrative support experience; **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 Associate's Degree in Public Policy, Business or Public Administration, Human Resources Management or related field and three (3) years full-time paid administrative support experience; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and five (5) years full-time paid administrative support experience; **OR**
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

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