

## **Administrative Assistant - Level 1 (Promotional) Tompkins County**

**Department:** Various Agencies Throughout Tompkins County

**Classification:** Competitive

**Labor Grade:** White Collar Grade 4; TC3 Grade B

**Approved:** Class-wide Clerical Analysis 06/12

**Revised:** 02/16

**By:** AF, Commissioner of Personnel

### **PROMOTIONAL QUALIFICATIONS: No later than the final filing date announced, applicants must demonstrate -**

Employees who currently hold, and have continuously held, at least two years of non-competitive class status in the title of Information Aide will be eligible to participate in a promotional examination to the Administrative Assistant – Level 1. In accordance with Section 52-12 of the New York State Civil Service law, an open-competitive examination must be held in conjunction with this type of promotion examination.

**SPECIAL REQUIREMENTS:** If required to operate a motor vehicle in the course of his/her duties, it is the responsibility of the appointing authority to ensure possession of a valid New York State drivers license at the time of appointment. The incumbent would need to maintain such license for the duration of employment.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves the performance of a broad range of standardized entry-level clerical tasks. Specific duties will vary with the needs of the appointing authority. The routine operation of an alphanumeric keyboard and other office technology is expected. Accuracy is valued over speed in the performance of keyboarding duties. Procedures are usually fixed, but detailed instructions may be given for new or difficult assignments. Work is reviewed by immediate observation, checking completed work, periodic or spot checks, cross checking or other steps in the clerical process. The psychological demands of this job are minimal. Basic interpersonal skills are required. Internal contact will typically be with employees within the immediate work unit. External contacts will generally consist of routine communication or exchange of information.. The incumbent will have minimal autonomy and will work under the close and immediate supervision of a higher-level staff member. Supervision of others is not a responsibility of employees in this class although the employee may be called upon to help cross-train other similarly classified staff. The incumbent will perform any and all related clerical duties that may be assigned.

### **TYPICAL WORK ACTIVITIES:**

The typical work activities below are illustrative only. Work activities may vary from location to location and no attempt has been made to compile a comprehensive listing of all clerical duties that may be required of an employee in this class. Assignment of appropriate routine clerical duties will be at the discretion of the appointing authority.

- At all times, the employee will provide the highest quality of customer service;
- Answers telephone calls and/or email correspondence providing routine information on various procedural requirements or program transactions;
- Receives internal and external customers, ascertains their business, and refers them as appropriate;
- May receive, sort, distribute and process incoming mail;
- May be required to type basic correspondence, perform data entry and/or generate form letters;
- May be required to proofread and produce accurate, clean and complete documents;
- May be required to stuff envelopes, add labels/postage and deliver outgoing mail as appropriate;
- May order office supplies and maintain an inventory of supplies and equipment;
- May be required to make photocopies, send faxes or scan documents;
- May be required to perform routine office equipment maintenance tasks (adding paper, toner, staples, etc);
- May be required to maintain electronic files, or alphabetic, numeric and/or chronological paper files;
- May be required to periodically purge obsolete material in accordance with a records retention schedule;
- May be required to manage a calendar by scheduling meetings and appointments;
- May collect fees and account for monies received;

- May operate a metered mail machine to prepare outgoing mail and maintain a record of postage used;
- May be required to prepare packages for shipping by USPS, or a commercial delivery service;
- May prepare and maintain time records, payroll data or other task that might require basic mathematical calculations;
- The incumbent will be required to perform all routine clerical work determined essential to the efficient and economical functioning of the office to which assigned.

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Working knowledge of basic office terminology, procedures and equipment;
- Working knowledge of the English language; including the ability to alphabetize, spell correctly, and use appropriate grammar and proper punctuation;
- Working knowledge of business arithmetic;
- Skill, ability and desire to provide excellent customer service;
- Ability to deal courteously and effectively with the public - in person, by telephone and through email or by other electronic means;
- Ability to accurately operate an alphanumeric keyboard (speed is not a significant factor);
- Ability to understand and follow oral and written instructions;
- Ability to communicate effectively, both orally and in writing;
- Ability to maintain accurate, neat and legible records;
- Ability to perform close, detailed work that may involve considerable visual effort and strain;
- Initiative, resourcefulness, accuracy, tact, neatness, courtesy and good judgment are required;
- The employee's physical condition shall be commensurate with the demands of the position.