

Administrative Assistant - Level 2 (Promotional) Tompkins County

Classification: Competitive
Labor Grade: White Collar Grade 6; TC3 Grade D
Approved: Class-wide Clerical Analysis 06/12
Revised: 07/15; 08/15; 02/16
By: AF, Commissioner of Personnel

PROMOTIONAL QUALIFICATIONS:

Employees who currently hold, and have continuously held, at least two years of permanent competitive class status in the title of Administrative Assistant – Level 1, Keyboard Specialist, Clerk, Receptionist, Mail Clerk, Account Clerk Typist, Data Entry Machine Operator, Data Processing Clerk, or any other clerical title as determined by the Commissioner of Personnel, will be eligible to participate in a promotional examination to the Administrative Assistant – Level 2 title. Depending on the size of the agency, municipality or department, this may be a non-competitive promotion situation, in accordance with Section 52-7 of the New York State Civil Service law. Otherwise, the examination and resulting eligible list will be “Intergovernmental promotion with preference to the employee of the department or agency to which appointment is being made” in accordance with Section 52-4 of the law.

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 moderately difficult clerical tasks, which may require an understanding of specific laws, organizational rules, policies or procedures. Specific duties will, however, vary with the needs of the appointing authority. The routine operation of an alphanumeric keyboard and other office technology is usually required in this role. Ability to accurately manipulate specific software is valued over speed when performing the keyboarding function. Procedures are usually fixed, but are of a more difficult nature than those of an Administrative Assistant – Level 1. The psychological demands of this job are moderate in that the incumbent may experience frequent interruptions, changes in work priority and occasional rush orders or conflicting deadlines. Basic interpersonal skills are needed to verify or explain information about agency regulations, policies or programs. Internal contacts are typically with employees in the work unit and across sections or divisions of the organization. Cooperation is required to fulfill basic work objectives. External contact will consist of basic communication and routine exchanges of information. The incumbent works under the direct supervision of a higher-level staff member but enjoys moderate autonomy in carrying out the every-day activities. Supervision of others is not a responsibility of employees in this class, although the employee may be called upon to help orient or cross-train other similarly classified staff. The incumbent will perform any and all administrative 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;
- Provides office support including the use of a computer, and other office machines and equipment in order to accurately prepare and maintain a wide variety of agency documents such as routine correspondence, inventory, budgets, operating expenses, timecards, payroll, scheduling, state reporting, files and other departmental activities;
- Reviews documents for accuracy, completeness and to ensure that they conform with established processes and procedures;
- Answers telephone calls and/or email correspondence providing routine information on various procedural requirements or program transactions;
- Collects information from paper and electronic files and compiles such information into a final source document;

- May instruct new employees in the specialized work of a unit, assign duties, perform day-to-day supervision and review performance;
- 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:

- Good knowledge of basic office terminology, procedures and equipment;
- Good knowledge of the English language; including the ability to alphabetize, spell correctly, and use appropriate grammar and proper punctuation;
- Good 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 and utilize various types of software (speed is not a significant factor in the keyboarding activity);
- 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.

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