

ASSISTANT TO THE COMMISSIONER OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is technical administrative work of a complex nature performed under the general direction of the Commissioner of Social Services, incumbents of this class may perform duties similar to that of an administrative assistant, but are characterized by more extensive and complex administrative functions and greater independent responsibility. Supervision may be exercised over clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Assists the Commissioner in matters related to budget, personnel and agency procedures; Supervises the administrative office including direct supervision of the clerical staff; Ensures the accuracy and professional appearance of documents and correspondence representing the department; Processes and follows up on various types of requests and claims; May coordinate and supervise the maintenance of personnel records or other records; Coordinates and participates in the preparation of payrolls; Assists in the implementation of the collective bargaining agreements, as well as other policies and procedures; May provide information to employees and others regarding various civil service and personnel issues; Maintains contact with units within the department and with other public and private agencies to assist in solving mutual problems, develop improved services and public relations; Coordinates the Delaware County vehicle fleet, including, but not limited to, the purchasing process, vehicle assignments, and vehicle maintenance records; Oversees, manages, and coordinates the Medicaid Transportation Program; operates various office equipment, including computers, copiers, scanners, fax, etc.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of county standards, rules, and regulations, including but not limited to, governmental operations and functions as related to hiring and purchasing; Thorough knowledge of proper techniques of public personnel administration; Thorough knowledge of office terminology procedure and equipment; Good knowledge of the terms of applicable collective bargaining agreements; Good knowledge of the benefits provided to employees including related paperwork and procedures; Good knowledge of business arithmetic and English; Working knowledge of supervisory principles and techniques; Working knowledge of New York State Civil Service Law and Civil Service Rules; Ability to help design and prepare of a variety of reports, both internal and external to the Department; Ability to meet and deal effectively with people and to secure their cooperation and confidence; Ability to communicate effectively both orally and in writing; Awareness of the importance of confidentiality in dealing with personnel matters and ability to maintain such confidentiality; Ability to meet and deal with the public; Ability to plan and supervise the work of others; Ingenuity and resourcefulness in handling problems; Clerical aptitude; Initiative; Sound judgment; Courtesy; Tact; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered four year college or university with an bachelors degree in Public or Business Administration or related field and two (2) years full time clerical and accounting experience in a professional office setting, one of which must include supervisory experience; OR
- B. Graduation from a regionally accredited or New York State registered two year college or university with an associates degree in Public or Business Administration or related field and four (4) years full time clerical and accounting experience in a professional office setting, one of which must include supervisory experience; OR
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full time responsible clerical experience, which shall have included two (2) years of account keeping responsibilities or related work and one year of supervisory experience; OR
- D. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Adopted 11/19/18