

## ASSISTANT TO COMMISSIONER (SENIOR PROGRAMS AND HUMAN SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class serves at the pleasure of the Commissioner and is responsible for facilitating the implementation of the Commissioner's goals and various department initiatives to include departmental operations, programs, and service delivery programs. The incumbent also serves as the point of contact for departmental communications, events, and press inquiries. Other primary responsibilities include serving as an assistant to County Executive's Office by working with the Directors of the Youth Bureau, Office for Women, Office of Tourism, the Human Rights Commission and Office for People with Disabilities by providing similar assistance. In all areas, duties involve assisting in the enhancement of existing programs and operations to ensure departmental initiatives are effectively carried out within the parameters of established departmental policies and procedures and mandates of various governmental entities. The incumbent represents the Commissioner and Directors at both internal and external meetings and serves as an advisor to these departments by ensuring goals are achieved and to convey the status of initiatives. This position exercises considerable discretion and decision-making authority in handling matters for the Commissioner and Directors that are sensitive and confidential in nature. Supervision may be exercised over administrative and clerical support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Serves as the point of contact for the Department of Senior Programs and Services on matters relating to communications, events, and press inquiries; works with departmental executive staff in coordinating responses to the public relating to same;

Works with the Directors of various departments of the County Executive's Office by keeping abreast of pertinent laws, rules, regulations, and best practices for those departments and works with assigned Directors and their managers to ensure the effective and coordinated implementation of program initiatives;

Assists managers in the department of Senior Programs and Services in the review of Federal and New York State Office for Aging legislation and policies related to Senior Programs and Services and works with departmental managers to ensure the effective implementation of new initiatives and implementation of procedural changes, and the accomplishment of mandated reporting elements; keeps the Commissioner abreast of the status of same;

Assists in directing public and media information activities for all assigned departments to include responses to inquiries, complaints or requests for information, and conducts follow-up to ensure their satisfactory resolution; may participate in preparing responses;

Keeps departmental executive management and other public officials aware of community attitudes and perceptions relating to the programs and services provided by all departments under assignment and presents response strategies for approval by executive staff;

Conducts research studies on major policy issues, regulatory or legislative issues affecting major strategic plans or current operations in which the Department of Senior Programs and Services and the departments of County Executive's Office are involved, as assigned;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Gathers and analyzes information relating to Senior Programs and Services and the various CE departments regarding major policy issues, community perceptions and current trends affecting County plans and ongoing operations; prepares reports relating to same for review by executive staff;

Develops and maintains detailed, current marketing material, information and reference files for all areas of assignment for use by managers, directors and for dissemination to the general public;

Meets with concerned civic, community, business and advocacy groups for all areas of assignment to maintain open communication and to promote interest and good will toward the Department of Senior Programs and Services and the County Executive's Office; conveys issues and concerns to appropriate executive management and assists in response;

Researches and keeps abreast of new grant and funding opportunities for all areas of assignment;

Attends meetings and conferences as assigned;

Attends managerial meetings for areas under assignment, as directed;

Uses automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

Performs other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principles and practices of community/public relations and public information; good knowledge of the techniques of verbal and written communication including style, vocabulary, spelling and grammar; good knowledge of the techniques of preparing, producing and disseminating information; good knowledge of the methods and techniques used in evaluating community/public relations programs; ability to analyze information, draw appropriate conclusions and formulate effective responses; ability to compose, assemble, organize and present information, data and narrative reports; ability to communicate effectively both orally and in writing; ability to establish effective working relationships; skill in public speaking before large groups of people; ability to convey community needs and perceptions to appropriate staff; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; sound professional judgment; initiative; tact; sensitivity; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Bachelor's Degree\* and four years of experience in legislative affairs, governmental liaising, public administration, public affairs, or public relations.

SPECIAL REQUIREMENT: Possess and maintain a valid license to operate a motor vehicle in the State of New York, while in the title.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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J. C.: Competitive  
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Job Class Code: E1005  
Job Group: E12