

STAFF ASSISTANT (ADVOCACY AND COMMUNITY SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class are responsible for performing administrative support tasks to aid in the administration of programs and services offered by the Office for the Disabled, the Office for Women, the Office of Veterans Services, or the Youth Bureau; including implementing procedures for program planning and monitoring. This position also exists at Westchester Community College, where responsibilities involve providing administrative and programmatic support to assist in developing programs on campus that provide advocacy and community services for economically disadvantaged students to aid them in the continuation and completion of their studies. Responsibilities may involve considerable inter-office and public contact. Supervision may be exercised over lower level staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists administrators in the research, development and assessment of programmatic functions with a view towards program improvement and modification as needed; prepares reports and analyses, as requested;

Assists with monitoring contract agencies providing services to youth, women, veterans and disabled citizens of Westchester County, as well as those in partnership with the Community College, in accordance with established goals and objectives;

Provides support in the planning and coordination of special events e.g. the Women's Hall of Fame Luncheon, domestic violence awareness month programs and calendar, the Day at Playland for the Disabled, Youth Month and other activities;

Performs initial intake of customers applying to participate in various programs to identify customer needs and to make appropriate referral;

Provides information and referrals to individuals, community groups or students on available programs and services, keeps data sheets and statistics on numbers and content;

Keeps detailed records and reports of referrals for purposes of program development; mandated reporting requirements, and/or for the analysis of trends;

Coordinates the delivery of community services with other partnering agencies and/or county departments to ensure the effective coordination of services and to ensure that the customer's needs are met;

Confirms that customers services were received by conducting follow-up via email, phone, and/or during meeting in person;

Coordinates meetings for programmatic staff with the community based organizations to whom they are referring clients;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Prepares materials for presentations, seminars or other events;

Maintains inventory control of general office supplies, and orders supplies as necessary;

Provides administrative and clerical support to professional staff in various program areas as assigned, e.g. billing, reviewing and preparing applications for funding, processing required forms, compiling needed documentation, etc.;

Assists with the preparation of informational materials, brochures and newsletters, and assists in outreach and training;

May assist in compiling and assembling the annual budget, including the quantitative indicators section;

Attends meetings and takes minutes as required;

May supervise lower level staff, volunteers or interns;

May maintains and monitors time and attendance of all office staff;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Knowledge of community organizations and resources available to assigned target groups (youth, disabled, women or veterans); knowledge of the issues affecting assigned target groups (youth, disabled, women or veterans); knowledge of the practices and procedures used in public administration and office management; knowledge of the principles and practices related to the delivery of services to targeted groups; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships; ability to gather and analyze data; ability to plan, organize and coordinate program activities; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; sensitivity to clients; good organizational skills; initiative; tact; flexibility; resourcefulness; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and four years of experience where the primary responsibility of the position was customer service**, human services, administrative support, and/or community work, one of which must have involved the use of word processing or spreadsheet applications.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Bachelor's Degree* may be substituted on a year-for-year basis for up to four years of the above stated experience.

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

**NOTE: Experience in customer service must have been as part of a unit, division or office where the primary function of the job was to address and resolve customer problems, complaints, etc. Experience where the primary function of the position was to assist customers in making purchases does not meet this requirement.