

STAFF ASSISTANT (SUPPORT MANAGEMENT-  
SENIOR PROGRAMS AND SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent provides administrative support services related to both programmatic and systems management in the Department of Senior Programs and Services. Work involves providing program support to professional staff by performing research, analyses of various program elements and outcomes to measure vendor performance, and in developing and administering contracts. Incumbents also assist managerial staff in systems planning, modification and maintenance in response to new reporting mandates and in enhancing existing tracking systems. Work also involves participating in developing modifications in such areas as office policies, procedures, forms, automated systems and their applications, subcontractor procedures, staff development programs, etc. Supervision is exercised over clerical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in developing and administering vendor contracts by performing research as needed, maintaining liaison with vendors, and in ensuring the timely administration of contractual agreements;

Assists in monitoring contract agencies providing services to seniors in order ensure compliance with established goals and objectives; uses performance measurement tools and feedback from the community regarding the performance of vendors;

Performs entry-level analysis of existing programs and services and provides summaries of findings; provides recommendations thereon;

Assists program liaisons in reviewing reports submitted by vendors to ensure compliance to reporting guidelines and mandates, accuracy of data, and that minimum data requirements are met; assists in the maintenance of related internal records for auditing purposes;

Assists administrative staff in the formulation and/or enhancement of office policies, procedures, forms and administrative support management systems;

Provides assistance to vendors to ensure the submission of appropriate documentation and to assist in the completion of various forms, insurance and budget documents;

Maintains liaison with staff in Risk Management and the County Attorney's office regarding contract execution matters;

Assists in identifying training and staff development needs for support staff, and schedules same;

Maintains contracts for office equipment and deals with vendors when repairs/replacements are needed;

Requisitions departmental supplies and maintains inventory of same;

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

Assists in planning space management needs of department;

Prepares requisitions for graphics in order to maintain sufficient supplies of publications distributed by the department;

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 SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of administrative support and administrative processes and techniques, e.g., workflow scheduling, for the purpose of improving administrative support systems; good knowledge of Windows-based office software applications; ability to understand and analyze organizational functions, operations, goals and objectives; ability to design, implement and modify administrative procedures; ability to gather data, analyze data and draw conclusions; ability to effectively use computer applications such as word processing, calendar, e-mail and database software; ability read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; ability to establish and maintain effective working relationships; resourcefulness, initiative, good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a Bachelor's degree\* and one (1) year of experience in a staff or administrative capacity in a program for the elderly.

\*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 Education Department as a post-secondary, degree-granting institution.

DEFINITION: Staff or administrative support experience is defined as providing support or back-up functions to higher level administrators in areas such as: office management; participation in budget preparation and monitoring; payroll and personnel type functions; involvement in the development and/or review of department-wide practices and procedures; evaluating departmental operations; participation in planning; financial recordkeeping, accounting, or management activities; purchasing; public relations, community relations, public information activities; and other similar functions. "Line" functions involved in the delivery of services or in the day to day operations of a department would not be qualifying experience.