

## SENIOR OFFICE ASSISTANT (OFFICE MANAGER)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this position performs office/clerical and recordkeeping functions of a complex nature associated with the departmental assignment. This position requires the operation of a computer using various software packages in compiling statistical information for reports, setting up and/or maintaining automated records and filing systems and compiling information for management needs. Depending on departmental assignment, considerable contact with the public, vendors, contractors, customers, real estate personnel, etc., may be an aspect of this position. This position is distinguished from Senior Office Assistant (Automated Systems) in that incumbents of this position function in an office manager capacity particularly if the departmental assignment involves professional staff who are regularly involved in field work and who are typically absent from the office. Supervision may be exercised over office/clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Provides general administrative/clerical support service to enhance the operation of the department to which they are assigned;

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

Produces correspondence and reports and maintains departmental records;

Takes complaints from the public and refers to appropriate personnel;

Processes applications and/or permits related to departmental assignment;

Maintains office records and files;

Prepares requisitions and maintains inventory of office forms and supplies;

May prepare reports to Federal, State or other governmental agencies;

May collect fees and maintain records thereof;

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

### When assigned to a Building Department:

Prepares monthly reports to US Department of Commerce – Bureau of the Census;

Prepares and makes bank deposits;

EXAMPLES OF WORK (Illustrative Only) (continued)

When assigned to a Department of Community Development:

Processes claims regarding the Redevelopment Program, Federal or State Economic Development grants, and/or various other sources of funding;

Maintains records for US Department of Housing and Urban Development;

Prepares family surveys for housing studies;

When assigned to a Public Works Department:

Maintains employment records, i.e., attendance, payroll, vacation schedules;

Assists with the preparation of the departmental budget;

Keeps records and prepares reports of gasoline consumption;

When assigned to a Water Department or Water Agency:

Oversees the department's water billing procedures, insuring compliance with established water billing schedules;

Receives reviews and enters water meter readings and, when necessary, requests a re-read in order to assure accuracy of original reading and to detect over/under billings, or excessive usage, indicative of a possible leak.

When assigned to a Planning Department:

Receives and reviews applications to come before the Planning Board;

Receives monies and fees and sets up escrow accounts for applications requiring special studies, etc;

Monitors escrow accounts and issues vouchers for payment of bills related to the account(s);

May assist with preparation of the departmental budget;

May act as staff support to various referral agencies, i.e., Conservation committee, Traffic Committee, etc;

May provide information as to the status of applications before the Planning Board;

May transcribe meeting minutes from verbal instruction, written notes or tape recordings;

May provide administrative support to the Village/Town Zoning Board and other Councils.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the modern office terminology, procedures, equipment, business arithmetic and business English; good knowledge of departmental functions, its terminology and procedures; good knowledge of basic financial recordkeeping practices; ability to manipulate a standard alphanumeric keyboard at a rate of 35 words per minute; ability to understand and carry out oral and written directions; ability to deal effectively with the public; ability to plan, organize and efficiently perform clerical operations; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; tact; courtesy; accuracy; dependability; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience where the primary function of the position was performing general office/clerical work, two (2) years of which must have involved the use of computer applications to maintain records, produce correspondence or spreadsheets.

SUBSTITUTION: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis for up to two (2) years of the general office/clerical experience and an additional 30 college credits\* may be substituted for one (1) year of the specialized experience using computer applications. Candidates must have at least two (2) years of general office/clerical experience and one (1) year of the specialized experience using computer applications described above.

\*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

Towns, Villages, Special Districts,  
Cities of Rye and Peekskill  
J.C.: Competitive  
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Job Class Code: 0943

Formerly known as Senior Office Assistant (Building Department), Senior Office Assistant (Community Development), Senior Office Assistant (Public Works) or Senior Office Assistant (Water Department)