

# CHIEF OFFICE ASSISTANT

**Department:** Varies  
**Classification:** Competitive  
**Specification Number:** 0090  
**Approved:** 10/15/21  
**Revised:** By JG

## MINIMUM QUALIFICATIONS

### *OPEN COMPETITIVE*

**Either:**

Graduation from a standard senior high school or possession of a high school equivalency diploma and four (6) years of clerical experience.

**NOTE:** Additional education beyond high school from a college with federally-authorized accreditation or registration by NY State may be substituted for the above experience on a year-for-year basis.

### *PROMOTIONAL*

Two (2) years of permanent competitive status as a Principal Office Assistant, Principal Office Assistant (Spanish Speaking), or Principal Stenographer;

## DISTINGUISHING FEATURES OF THE CLASS

Under general supervision, the employee in this class assists the Department Head by overseeing the work and performance of all Department clerical employees. Supervision may be exercised over subordinate supervisory and clerical employees engaged in maintaining a large number of clerical records requiring complex procedures. Employees are held responsible for the proper performance of the assigned supervisory or technical activities of their unit and they make independent work decisions based on experience and knowledge of departmental operations. Only highly difficult technical policy and procedural questions are referred to a supervisor for decision. Work is reviewed through conferences, audits and observations of administrative supervisors. Performs related work as required.

## TYPICAL WORK ACTIVITIES

- Assumes responsibility for supervising all clerical employees and directing office procedures;
- Assists in the preparation of annual budgets and the processing of payrolls;
- Responsible for the oversight of all clerical work relating to personnel, purchasing, mail and correspondence, processing and filing of specialized documents;
- Organizes, assigns trains and reviews the work of all clerical employees engaged in skilled office tasks
- Instructs new staff members in unit and agency objectives; over-see and installs new work procedures and methods;
- Supervises examination of documents and application forms for accuracy and completeness when presented for filing, recording or other administrative action; supervises issuance of licenses and permits of various kinds;
- Supervises employees performing cashier duties or clerical duties relating to collection and processing of license fees and payments;
- Maintains departmental budget records; maintains activity controls and cost records according to established classifications; prepares standardized reports and statement

## KNOWLEDGE, SKILLS, ABILITIES and PERSONAL CHARACTERISTICS

Comprehensive knowledge of general office terminology, procedures, equipment and clerical techniques; thorough knowledge of business English, spelling and arithmetic; excellent knowledge of the principles of office management and supervision and ability to apply these principles to office operations; good knowledge of

**bookkeeping methods and principles; ability to plan, assign, train and supervise the work of a moderate sized clerical staff and to instruct and train clerical employees in a manner conducive to full performance and high morale; ability to maintain complex records and to prepare periodic reports from these records; physical condition commensurate with the demands of the position.**