

## **SUPPORT SERVICES ASSISTANT**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position is responsible for the provision of routine administrative support and supervision of other clerical support staff across units within a department. Specific duties vary with the needs of the department. The work involves the daily coordination of support operations in accordance with procedural guidelines established by the administration of the department. In addition to routine supervision and clerical support activities, the incumbent is expected to perform various administrative support functions requiring a greater knowledge of departmental functions and general business practices. The position differs from Supervising Office Assistant in that it typically supervises larger clerical units or units that are scattered across operational functions or locations. The position differs from Administrative Assistant by its primary emphasis being on overall supervision of clerical staff. Day to day work is performed under general departmental procedures and guidelines. However, the incumbent would have regular input into the establishment of such guidelines as they affect the efficient provision of clerical support. Supervision is exercised over the work of lower level employees, including performance counseling, appraisals, and scheduling for coverage.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Supervises a large clerical unit or clerical staff across various functional units or locations, including the distribution and review of work, coverage of all unit activities, conducting performance appraisals, and significant input in the areas of hiring, discipline and termination;
2. Works with vendors and contractors on special projects such as the relocation or renovation of facilities or the purchase of equipment or services;
3. Monitors and analyzes annual budget expenditures; projects and justifies necessary adjustments;
4. Oversees the use of vehicles, equipment and supplies;
5. Attends meetings to provide input on operational needs and procedures and to disseminate information on policies to support staff;
6. Oversees the preparation and processing of billing and voucher payment for unit or department;
7. Reviews administration mail, sorts and distributes, and responds to routine matters in area of expertise.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of supervisory practices and procedures including scheduling and organizing work flow, resolving staff and procedural problems, and evaluating a large clerical staff located at different locations or across functional units;

Knowledge of office practices necessary to establish and revise clerical support procedures, eliminate duplication of effort and provide maximum efficiency;

Knowledge of software packages for word processing, spreadsheets and data base management to produce a variety of reports and documents;

Knowledge of grammar, spelling, punctuation and required formats necessary to develop correspondence and reports or correct such errors in the correspondence and reports of others;

**SUPPORT SERVICES ASSISTANT** (Cont'd)

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:** (Cont'd)

Knowledge of computational skill sufficient to monitor unit activity, track budget accounts and oversee the purchase of supplies and equipment;  
Skill in operating office equipment to produce work accurately and efficiently;  
Ability to coordinate staff and committee meetings including scheduling, preparing information for distribution, preparing agendas, taking minutes and preparing summary notes;  
Ability to assist staff in responding to clients and the public in difficult or non-routine situations;  
Ability to gather, compile and evaluate information and records, prepare reports and make recommendations concerning departmental support functions;  
Ability to communicate both orally and in writing with a variety of people to provide and elicit information about administrative functions;  
Ability to evaluate the practical use of office automation equipment to maximize the efficiency of the unit and best allocate resources;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- EITHER:       (A)       Completion of two years (60 standard credit hours) from a regionally accredited or New York State registered college or business or secretarial school with a major in business or secretarial science and three years of full-time clerical work experience which involved keyboarding, one year of which was supervisory (at least two employees);
- OR:            (B)       Graduation from high school or possession of a high school equivalency diploma and five years of full-time clerical work experience which involved keyboarding, one year of which was supervisory (at least two employees);
- OR:            (C)       An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

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ADOPTED:   07/27/82

REVISED:   09/14/83       01/15/92       07/03/99