

Jurisdictional Class: C

Location: All Jurisdictions

Fr. Cty. Grade: 6

Revised:  _____

Date: 12/29/16

ADMINISTRATIVE AIDE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for performing a wide variety of administrative activities and tasks in support of an office or agency program. Specific tasks vary depending on the functional area and program objectives of the agency to which the employee is assigned. The Administrative Aide position will routinely involve contact with agency clients and/or the general public to explain program services, requirements, etc.; managing records systems; and assisting administrators and professional staff in the performance of the more routine, less difficult and highly structured tasks required of these administrative positions. The work is performed under the general supervision of a higher level administrator according to clearly defined guidelines and instructions. Supervision may be exercised over the work of subordinate personnel. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Provides information regarding program services and requirements either by phone or in person, schedules appointments, or assists individuals in applying for services by explaining procedures and program processes;
Compiles data and background material to support various administrative/professional activities;
Maintains and processes records including computerized records requiring knowledge of agency services and procedures;
Maintains office records and statistics using database or spreadsheet software;
Schedules and arranges conferences, meetings, special events, etc.;
Acts as liaison for program or agency activities with administrators and participants;
Assists professional staff in analyzing and evaluating methods, procedures, goals and objectives, forms applications, etc.;
Distributes agency mail and notifies staff of meetings;
Aids with agency budget preparation by gathering data and compiling figures;
May coordinate and assist in preparation of newsletters and informational material;
Assists with agency training activities by collecting data, assembling and distributing materials and supplies;
Secures training facilities for agency staff and/or participants;
Prepares a variety of reports related to the work;
May assist in setting up and taking down exhibits, displays and similar materials;
May compose correspondence in response to routine inquiries and issues;
May prepare and/or update lists, forms, statistical data, news releases or letters, etc. utilizing various software applications on a computer; may use a typewriter;
May take meeting minutes for the permanent record.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures and methods; good knowledge of the policies, procedures, rules and regulations governing the operation of the agency to which assigned; good knowledge of the agency's programs, objectives and goals; working knowledge of methods and procedures of keeping financial accounts and records; working knowledge of business arithmetic; ability to compile data and background information; ability to manage the preparation and storage of records and reports; ability to communicate effectively; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and database; ability to establish a rapport with others for the purpose of obtaining or conveying information; ability to assist in reviewing and evaluating program procedures, methods, forms, etc.; ability to follow complex oral written instructions.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and one (1) year of clerical, administrative or office management experience which shall have involved use of a micro-computer with various software packages; or
- B) Graduation from high school or possession of high school equivalency diploma and three (3) years of clerical, administrative or office management experience which shall have involved use of a micro-computer with various software packages; or
- C) An equivalent combination of training and experience as defined by the limits of (A) and (B).