

## ADMINISTRATIVE ASSISTANT

**DISTINGUISHING FEATURES OF THE CLASS:** This is important administrative work, the primary purpose of which is to free the time of the Superintendent for planning and policymaking and for attention to duties requiring technical knowledge. The work involves expediting, coordinating and interpreting to staff, departmental policies and procedures in administrative matters related to the operation of the Country Manor, an adult living facility. Work is performed in accordance with policies and objectives outlined by the Superintendent, permitting the employee leeway for the exercise of independent judgment in applying policy to specific cases. The employee has responsibility for interpreting departmental policies to staff, assisting with human resource functions and for training and supervising employees in work other than that of a technical nature. Performs related duties, including clerical functions, as required.

### **TYPICAL WORK ACTIVITIES:**

- Assists in overseeing the operation of all institutional services and functions and assigns specific responsibilities to subordinates to insure efficient performance;
- Interprets and enforces policies and procedures assuring proper care and medical attention for residents and efficient operation of the facility;
- Assists superiors in planning and administering in-service training programs for staff;
- Plans and supervises the collection, tabulation and analysis of statistical and financial data;
- Interviews applicants for work and advises superiors on hiring and related personnel matters;
- Orients and trains new employees;
- Confers with superior on departmental policy and operation;
- Schedules periodic staff conferences for entire departmental personnel;
- Prepares special studies on the operations of the department and makes confidential investigations as required by officials;
- Supervises and expedites the preparation of reports and the maintenance of records;
- Reads incoming mail and answers general correspondence;
- Schedules staff for work assignments;
- Schedules transportation for residents for various appointments;
- Performs related work necessary for the efficient execution of administrative functions of the department;
- Operates personal computer and associated soft ware;
- Performs clerical duties as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of principles and practices of office management, including a knowledge of personnel methods and procedures, organization, reporting and communication, and supervisory principles and techniques; good knowledge of statistical techniques, particularly in relation to the collection and tabulation of raw data; ability to train and supervise employees in office methods and procedures; ability to organize and lay out work for others; ability to get along well with subordinates and others and to secure their cooperation; proficiency in the operation of a personal computer and related equipment and software; pleasing personality and appearance; resourcefulness in the solution of complex administrative problems; tact and courtesy; dependability; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a New York State equivalency diploma; **AND Either**

(A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in public or business administration or health services management and one year of supervisory experience in business administration or as an executive secretary;

**Or**

(B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in public or business administration or health services management AND three years of experience in business administration or as an executive secretary, one year of which must have included supervisory duties;

**Or**

(C) An equivalent combination of training and experience defined by the limits of (A) and (B) above.