

Civil Division: All Civil Divisions
Jurisdictional Class: Competitive
Non-Competitive* (part-time only)
*Check Appendices for individual Civil Divisions
EEO Category: Administrative Support
Revised: 01/10/2018

SENIOR OFFICE SPECIALIST I

DISTINGUISHING FEATURES OF THE CLASS: The work of this class involves the performance of moderately difficult clerical and office tasks requiring the exercise of independent judgment. Duties in this class may involve public contact and/or work of a confidential nature. The work is performed under general supervision and is reviewed by observation, cross checks, periodic or spot checks or by another step in the clerical process. Supervisors are available for consultation regarding new or difficult assignments. An employee in this class may supervise the work of others. This position differs from Office Specialist II by the complexity of the duties performed, the exercise of independent judgment and the possible presence of supervisory responsibility. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Prepares and reviews work assignments of lower level staff;
Reviews accounts, reports and other departmental documents for completeness, accuracy and conformity with established procedures;
Prepares and processes departmental vouchers, application forms, agendas, records, files and other materials;
Types, sorts, processes and files correspondence, forms, rosters, payrolls, bills, invoices, vouchers, records, purchase orders, catalog cards, reports, index cards, memoranda, clinic reports, and other material;
Operates various office equipment;
Answers telephone, takes messages and furnishes routine information;
Receives, sorts and processes mail;
Orders, inventories and issues supplies;
Prepares file folders containing office documents;
Receives, greets and provides information and assistance to the general public;
May receive and investigate consumer complaints, and assists in finding the best possible solution for the consumer;
May direct clerical operations of office and supervise clerical staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of business arithmetic and English; good knowledge of office terminology, procedures and equipment; good knowledge of word processing programs used to produce letters, reports, documents, etc. on a computer; ability to plan, assign and supervise the work of others; ability to understand and follow complicated oral and written directions; ability to type accurately at an acceptable rate of speed; ability to develop effective working relationships and deal diplomatically with the public; integrity and good judgment.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college, business college, or secretarial school with an Associate's Degree in secretarial science, office

continued...

MINIMUM QUALIFICATIONS cont'd:

management, office technologies, word processing, business administration, business management, communications or a related field; **OR**

- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of experience in the performance of office and clerical tasks, which shall have involved typing/keyboarding.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

Title change from "Senior Typist": 04/02/2007

Adopted: 03/01/1982

Revised: 09/13/1988; 08/28/1991; 05/28/1993; 12/13/1995; 11/03/1997; 11/09/2000;
05/18/2016; 01/10/2018