

BOCES – Vacancy
Salary range: \$42,690-\$51,820/yr.

Under the NY HELPS Program, the Civil Service Exam for this title has been waived. For additional information regarding the NY HELPS Program, please visit: <https://www.cs.ny.gov/help/faq.cfm>

ADMINISTRATIVE AIDE

MINIMUM QUALIFICATIONS: Either:

1. Possession of an Associate's Degree, or higher, in Administrative Professional, Business Administration, Office Technology, Secretarial Science, or a closely related field, AND one (1) year of full-time paid, or its part-time equivalent, office clerical or administrative clerical work experience; OR
2. Graduation from high school or possession of a high school equivalency diploma, AND three (3) years of full-time paid, or its part-time equivalent, experience as described in (1) above; OR
3. An equivalent combination of training and experience as defined by the limits (1) and (2) above.

SPECIAL NOTE: EDUCATION: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

DISTINGUISHING FEATURES OF THE CLASS: This is a paraprofessional position involving responsibility for performing a wide variety of administrative and clerical activities and tasks in support of an office or program. Specific tasks may vary depending on the functional area and program objectives of the agency to which the employee is assigned, but the Administrative Aide position is characterized by substantial contact with agency clients or the public to explain program services, requirements, etc., by managing complex records systems and by assisting administrators and professional staff in these higher-level positions. The work is performed under the general supervision of a higher-level administrator within the framework of clearly defined guidelines and instructions. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides information over the phone and to visitors on program services and requirements, may schedule appointments or assist individuals in applying for services, explains procedures and program processes;
Compiles data and background material to assist in various administrative/professional activities;
Maintains and processes complex records, including electronic, requiring advanced knowledge of agency services and procedures;
Schedules and arranges conferences, meetings, special events, etc.;
Assists professional staff in analyzing and evaluating methods, procedures, forms, software programs, applications, etc.;
May compose correspondence in response to routine inquiries and issues;
Prepares a variety of reports related to the work;
Opens, reviews, and distributes incoming mail in accordance with staff assignments, researches and attaches appropriate background material to correspondence;
Prepares responses to communications received concerning program, policies, and procedures for own or supervisor's signature;
Coordinates the maintenance of and prepares agency financial, payroll, personnel, and attendance records;

ADMINISTRATIVE AIDE

TYPICAL WORK ACTIVITIES: (Continued)

Designs, sets up and maintains electronic and/or paper files of correspondence, documents, and records;
Transmits instructions from supervisor to appropriate staff orally, in writing or electronically, and follows up to see that instructions are followed, and deadlines are met;
Screens callers or visitors to determine the nature of the inquiry, answers questions on established policy and procedure, and/or refers to appropriate party or office;
Prepares correspondence, memoranda, reports, minutes of meetings, hearings and conferences, and related material;
Monitors expenditures to maintain budgetary controls;
Orders office supplies and maintains inventory of supplies and equipment;
Plans and oversees the collection, tabulation, and analysis of statistical and financial data;
Expedites the preparation of reports and the maintenance of records;
Schedules periodic staff conferences for entire department personnel;
Prepares special studies on the operations of the department and makes confidential investigations as required by officials.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern office terminology, practices and methods; good knowledge of the function and organization of an administrative clerical office; ability to interpret the work of an agency; ability to create clear, concise and comprehensive reports from various forms of data; ability to compile data and background information; ability to prepare and maintain records and reports; ability to communicate effectively; ability to establish a rapport with others for the purpose of obtaining or conveying information; ability to handle administrative details independently; ability to use various software programs and office equipment; ability to follow complex oral and written instructions.

REVISED: MAY 6, 2003, 12/28/17, 9/13/18; 2/21/20; 9/9/22; 1/20/23
CIVIL SERVICE CLASSIFICATION: COMPETITIVE