

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: NOVEMBER 13, 2017

SOCIAL SERVICES ADMINISTRATIVE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a specialized administrative support position that involves responsibility for ensuring that all payroll and personnel transactions in a large Social Services Department are maintained and completed in accordance with established policies, procedures, and laws. The incumbent serves as an administrative assistant to the Commissioner relieving him/her of administrative and business details and resolving day-to-day operational problems. This is important office management and liaison work that allows the incumbent to exercise independent judgment in planning and carrying out the details of work. The position is distinguished from Administrative Assistant positions due to the size of the department, large scope and complexity of operations, level of independence, and the significant size of the budget. General direction is received from the Commissioner and the incumbent exercises direct supervision over assigned clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Oversees and participates in the maintenance and completion of all personnel transactions, records, and forms for the department and ensures that documents are submitted in a timely and legal manner;
2. Collaborates with the Commissioner to plan, develop, and revise departmental personnel management policies in accordance with negotiated contracts, county policies, and legislation;;
3. Develops and maintains a personnel records system for all departmental employees, utilizes a computerized human resources management system, and maintains files of correspondence, documents, and records;
4. Manages and oversees department payroll operations to ensure timely and accurate payroll production and reporting and compliance with collective bargaining agreements and county policies;
5. Participates in new employee orientations explaining benefits and procedures and collecting all necessary forms for the Treasurer's Office and Human Resources Department;
6. Compiles and maintains databases and records pertaining to the agency's financial, payroll, purchasing, personnel and attendance records;
7. Collaborates with other county departments to implement improved automation to maximize payroll productivity and quality including testing and system analysis as required;
8. Establishes and implements office procedures and maintains efficient work flow;
9. Determines the need for new office equipment, plans office space, and organizes filing systems;
10. Opens, reviews and distributes incoming mail in accordance with staff assignments and attaches appropriate background material to correspondence;
11. Prepares correspondence, memoranda, responses to letters, reports, newsletters, informational material, legislative resolutions and minutes of meetings;
12. Prepares the personnel budget;
13. Assists professional staff in analyzing and evaluating methods, procedures, goals and objectives, forms, applications, etc.;
14. Transmits information or instructions from supervisor to appropriate staff orally, in writing, or electronically, and follows up to see that instructions are followed and deadlines are met;
15. Compiles information and data and prepares a variety of statistical and narrative reports;
16. Utilizes a personal computer, related peripherals, and modern office software including word processing, spreadsheets, and databases;
17. Screens callers and visitors to determine the nature of the inquiry, answers questions on established policy and procedure and/or refers to appropriate party or office;
18. Schedules and arranges meetings, conferences and appointments and assembles and coordinates background material;
19. Schedules and arranges travel and accommodations for senior personnel and other staff;
20. Acts as liaison for program and agency activities with administrators and participants.

CONTINUED

SOCIAL SERVICES ADMINISTRATIVE SPECIALIST CONTINUED

FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of automated compensation systems and procedures; thorough knowledge of payroll issues; thorough knowledge of the principles and practices of personnel administration; thorough knowledge of Civil Service laws, rules and regulations; working knowledge of the procedures used in the administration of labor agreements and employee benefit programs; good knowledge of proper practices, policies, procedures and technique of public personnel administration and office management; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to interpret and understand complex written material; ability to communicate effectively both verbally and in writing; ability to plan, delegate and supervise work of others; ability to establish and maintain an effective working relationship with employees at various levels; ability to maintain accurate records and prepare reports; ability to maintain confidentiality; ability to identify, analyze and resolve complex issues; ability to identify future issues, risks and opportunities as they relate to payroll/personnel and business administration; ability to assess implications of policy decisions for payroll; ability to handle administrative details independently; ability to prepare personnel budgets and other reports by compiling and analyzing data; professional and personal integrity; tact; resourcefulness; sound professional judgment; physical condition commensurate with the demands of the position.

PROMOTIONAL QUALIFICATIONS: Five (5) years of permanent competitive status as an Administrative Assistant in the Department of Social Services immediately preceding the date of written examination.

MINIMUM QUALIFICATION:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in a Business related field and two (2) years of full-time paid supervisory experience involving the management and administration of computerized payroll and personnel transactions and records; **OR**
2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in a Business related field and four (4) years of full-time paid supervisory experience involving the management and administration of computerized payroll and personnel transactions and records.