



CHAUTAUQUA COUNTY DEPARTMENT OF HUMAN RESOURCES

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Phone (716) 753-4237 • Fax (716) 753-4686 • Website www.co.chautauqua.ny.us

OPERATIONS ASSISTANT

Temporary Full-Time (Up to 3 Months)

35 Hrs./Wk. @ \$17.01/Hour

No Benefits

Interested candidates **MUST** complete a Chautauqua County Application for Employment and/or Examination available at www.co.chautauqua.ny.us click on "Employment." Resumes will not be accepted unless accompanied by an original application. Once application is complete, print and send to the Chautauqua County Department of Human Resources office for consideration.

Only applicants meeting minimum qualifications listed below will be considered for appointment.

DESCRIPTION OF POSITION: The Chautauqua County Department of Health and Human Services is urgently seeking qualified applicants to help with the COVID pandemic in Mayville, NY. An Operations Assistant performs para-professional and advanced clerical work performed in support of the operations of a department or work unit. Tasks are designed to facilitate operations by freeing higher level employees from routine administrative and clerical detail. Employees in this class perform a wide variety of routine administrative, advanced clerical and data entry duties while working with staff, customers, clients and the community. This position differs from lower-level clerical titles by being a lead assistant in coordinating tasks of lower-level workers and/or performing complex operations independently involving office-wide operations. Work performed is under the general supervision of an administrator of higher rank with some leeway provided for the exercise of independent judgment. Supervision may be exercised over a small number of clerical assistants. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Receives inquiries for employment or assistance, reviews applications, screens walk-in applicants for eligibility;
- Coordinates customer service schedules per prescribed procedures;
- Advises field employees of customer needs through a variety of communications such as email, telephone and radio;
- Assists agency personnel in resolving problems and issues that arise through day-to-day operations;
- Assists in research and investigatory matters by gathering information from files and other resources;
- Prepares reports of program usage and other information, either manually or by use of a computer application program;
- Answers telephone, gives routine information to the public;
- Acts as information clerk where a general knowledge of personnel, organization, department activities and established practices are involved;
- Audits bills, claims, time sheets, reports and payroll submissions for accuracy and completeness;
- Performs general office duties, including data entry/keyboarding, handling general correspondence and filing;
- Prepares, copies, and distributes bulletins, notices and other announcements as required;
- Prepares requisitions for and maintains supplies for the office or department;
- Distributes mail and supplies to staff;
- Assists in proofreading typewritten and printed material;
- Reviews reports and other documents for completeness, accuracy and conformity with established procedure;
- May handle petty cash accounts;
- May collect fees and account for monies received;
- May assign work, review and record work done, and instruct new employees in the specialized clerical/operations work of a unit.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS Good knowledge of office terminology, procedures and equipment; good knowledge of departmental and divisional policy and operations; ability to meet and deal with staff, customers, clients and the community effectively; ability to use a

computer and other office machines; ability to use and prepare written reports, charts and tabular data; ability to follow moderately complex oral and written instructions; ability to write legibly; ability to handle routine details independently; clerical aptitude; good judgment; accuracy; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and:

- A. Two (2) years of clerical experience involving customer service; OR
- B. Completion of an Associate's degree or a two-year business college program in a secretarial science or business administration; OR
- C. Completion of 60 semester credit hours with a concentration in business administration or secretarial science; OR
- D. An equivalent combination of training and experience as defined by the limits of A, B & C above.

Equal Opportunity Employer