

COMMUNITY SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: This class is designated primarily to provide an opportunity for indigent persons including recipients and potential recipients of public assistance to enter meaningful employment and through experience and training advance their capabilities. The work is designed to relieve staff of routine but important tasks, which are time consuming but enrich the services to the client. A Community Services Aide does related work as required.

SPECIAL FEATURES OF THE CLASS: These positions are allocated to the non-competitive class. Pursuant to an agreement between the Cattaraugus County Civil Service Office and the local social service district and with approval pursuant to regulation of the New York State Department of Social Services, appointments to this class will terminate upon the completion by an incumbent of a maximum of two years and nine months in the title. Incumbents will be expected to compete in such open-competitive or promotion examinations for which they may become eligible for the purpose of securing a continuing permanent competitive class appointment in the local social service district.

TYPICAL WORK ACTIVITIES: Performs assignments as delegated, such as:

- Explains entitlements and other phases of the department's services to applicants and members of the community;
- Assists applicants in completing necessary forms and gathering routine data;
- Assists with switchboard operations, answers calls, determines the needs of the callers, assists callers and /or forwards calls as appropriate;
- Assists as a receptionist and greets clients and/or visitors;
- Operates office equipment such as photocopiers, computers, printers, etc. as necessary to complete assigned tasks;
- Sorts, date stamps, and distributes mail and packages within the Department;
- Maintains files, documents and materials by coding, filing and scanning new material, searching for requested material and periodic purging of obsolete material;
- Performs other assignments as delegated.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Ability to create an effective bridge between the client group and social services staff; ability to understand and follow instructions; ability to read and write English; sensitivity to the reactions of others; tact; and judgement.

MINIMUM QUALIFICATIONS: At least a grammar school education or six months of work experience.

CATTARAUGUS COUNTY CIVIL SERVICE

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Approved: State DSS 12/7/82

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Approved State DSS: 3/26/2024