

## EXECUTIVE ASSISTANT (Department of Nursing Homes)

DISTINGUISHING FEATURES OF THE CLASS: The work of an employee in this position is distinguished by the fact that responsibility is involved for independently performing complex clerical operations and for relieving county officials and department managers of administrative details by arranging conferences and relieving them of contacts which should properly be made with other staff. The work calls for the frequent exercise of independent judgement in giving out information regarding policies and practices and in planning the routine of an office. The correspondence duties of this position are distinguished by the fact that most letters and releases of a routine recurring nature may be composed personally with correspondence being dictated only when new problems arise. An employee in this position works under general supervision, receiving detailed instructions only upon work where polices have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. An employee in this position may exercise immediate supervision over the work of clerical assistants. The Executive Assistant, Department of Nursing Homes does related work as required.

### TYPICAL WORK ACTIVITIES:

- Relieves superiors and administrative staff of office details by making appointments, receiving calls and callers and referring them to the proper persons, and answering requests for administrative information;
- Prepares and distributes a variety of reports;
- Files various daily, weekly or annual reports;
- Maintains personnel, confidential, and regular correspondence files;
- Completes reference and background checks for perspective department employees;
- Monitors departmental contracts with venders and consultants to assure documents are current and payment rates are correct;
- Continually monitors personnel and other records to assure that current documentation is on file for all department employees and/or consultants requiring health care licensure, registration and certification or other special authorizations or qualifications;
- Assists in investigation of grievances and incidents of alleged misconduct in order to assist in formulating grievance answers, or drafting disciplinary charges, or policies;
- Investigates personnel problems and issues in order to resolve through clarification of interpretations of provisions of collective bargaining agreements or personnel policies;
- Reads and summarizes reports to facilitate review by and to conserve the time of superiors;
- Reports and transcribes important or confidential dictation;
- Handles correspondence independently unless it involves administrative judgement;
- Independently carries out a variety of assignments in areas such as personnel, special accounts, insurance, etc.;
- Takes minutes of and prepares agenda for recurring staff and committee meetings.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of general office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; familiarity with the organization, functions, laws, policies and regulations of the agency; ability to handle routine office details independently, including the composition of important letters and memoranda without dictation; ability to take and transcribe dictation at a high rate of speed; ability to plan and supervise the work of others; ability to understand and carry out complex oral and written directions; tact and courtesy in dealing with others; initiative and resourcefulness in the solution of complex clerical problems; neat appearance; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and four years of clerical office experience.-\*

\*-NOTE: Study at a regionally accredited or New York State registered college, university, or institute may be substituted for experience on a year for year basis, not to exceed two years. (30 credit hours = 1 year of experience). At least two years of clerical office experience is required.

#### CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised (CIT): 4/18/96

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