

SENIOR PERSONNEL ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves complex clerical operations and the exercise of independent judgement with communicating information regarding personnel policies and practices. An incumbent will assist in administering various aspects of laws, rules, and policies involving public sector personnel matters, including the civil service system and labor relations. This position differs from a Personnel Assistant in that duties are more complex and represent a higher level of knowledge, experience and responsibility in the performance of work assignments. Work is carried out under general supervision. An employee of this class acts as a lead worker and may supervise other clerical staff. A Senior Personnel Assistant does related work as required.

TYPICAL WORK ACTIVITIES:

- Answers incoming calls, responds to inquiries from employees and the public and provides front office coverage;
- Develops and administers new employee orientation;
- Coordinates the local Civil Service examination process including the creation of announcements, handling of exam materials, candidate correspondence and securing of exam locations;
- Reviews reports of personnel transactions to assure completeness, accuracy and conformance to applicable laws, rules and policies for jurisdictions under the administration of the Civil Service Office;
- Reviews applications for employment or examination and makes recommendations as to qualification;
- Explains and applies rules and policies and maintains records concerning various employee and contractual benefits;
- Assists with the daily administration of employee benefits programs;
- Has responsibility for the maintenance and compilations of a variety of personnel and civil service records including employment data records, position control data, eligible lists, correspondence and memoranda files;
- Provides information concerning civil service and personnel matters to members of the public, public officials and employees of the county and other jurisdictions;
- Composes and types various correspondence;
- Prepares and files various reports;
- Conduct salary surveys and develop data for use in collective bargaining;
- Assist in investigation and processing of employee grievances and disciplinary matters;
- Certifies payroll for accuracy and legality of personnel transactions;
- Utilizes electronic data and word processing equipment to establish and adjust records, review data, register information and compose correspondence and memoranda.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of general office terminology, procedures and equipment; good knowledge of Civil Service laws and procedures; ability to speak to an audience; good knowledge of business arithmetic and English; ability to readily acquire familiarity with the organization, functions, laws, policies and regulations of the personnel agency to which assigned; ability to handle routine office work independently, including the composition of important letters and memoranda; ability to type/operate alphanumeric keyboards accurately at an acceptable rate of speed; ability to plan and supervise work; ability to carry out oral and written directions; tact and courtesy in dealing with others; initiative and resourcefulness in the solution of clerical problems.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and four (4) years of clerical office experience, one (1) year of experience which shall have included the use of word processing equipment.

NOTE: Successful study at a college or university may be substituted for up to two (2) years of the experience on a year-for-year basis. 30 credit hours = 1 year experience.

Your study must have been completed at 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 study was at 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 New York State Civil Service website. You must pay the required evaluation fee.

PROMOTIONAL QUALIFICATIONS:

Two years of experience as a Personnel Assistant.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 10/28/25