

SECRETARY TO COMMISSIONER OF SOCIAL SERVICES

JOB CODE: 6300
DEPARTMENT: Tioga County Department of Social Services
CLASSIFICATION: Exempt
SALARY GRADE: Non-Union
ADOPTED: Revised 11/01, 08/19; Tioga Co. Personnel & Civil Service; Revised 3/2020

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the independent performance of complex and confidential clerical, secretarial and administrative support functions for the Commissioner of Social Services and also Director of Social Services. The incumbent relieves the official of administrative details such as arranging conferences and meetings and answering routine correspondence. The work calls for the frequent exercise of independent judgment in giving out information regarding departmental policies and practices; and in planning the routine of the office. The incumbent works with sensitive and confidential information and must exercise discretion. The correspondence duties of this employee are distinguished by the fact that most letters and releases of a routine recurring nature are composed personally. The incumbent works under general supervision from the Commissioner and Director, receiving detailed instructions only where policies have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. The incumbent also maintains the level of professionalism by maintaining confidentiality within the office environment. Incumbent must maintain a high level of professionalism and maintain confidentiality while working cooperatively with other County departments, State and Local agencies and the general public. Employee in this title may exercise immediate supervision over the work of clerical assistants. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assists in maintaining contacts with units under the Commissioner's and Director's supervision, screening material submitted by staff members for compliance with procedures and policies before forwarding it to the Commissioner or Director for action or decision, scheduling appointments, answering a variety of inquiries by telephone and in person, and by preparing answers to correspondence for the Commissioner's or Director's signature;
- Collects statistical information to be used as a basis for reports and memoranda, and prepares summaries and reports of various phases of the agency's program;
- Prepares monthly statistical and legal reports for the Director and Supervisors regarding Children & Adult Services cases and court orders;
- Maintains and tracks legal documents such as petitions, home studies and court orders;
- Maintains confidential and personal files for the Commissioner and Director, and directs the operation of the file system of the agency both manual and computerized;
- Composes, prepares and orders supplies for special programs and presentations for community outreach;
- Tracks personnel status of employees and notifies supervisors through memorandum;
- Keeps confidential records of activities of the agency;
- Composes correspondence, memorandum and reports and other documents using a personal computer;
- Acts as primary contact person for generating public announcements on the agency's digital lobby display;

2. Secretary to Commissioner of Social Services

- Participates in other administrative functions such as scheduling interviews and calling references;
- Attends weekly, monthly, and quarterly meeting and records and distributes minutes;
- Coordinates building-wide agency employee functions.

FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of the organization and functions of the agency to which assigned; ability to handle routine administrative details independently, including the composition of letters and memoranda; ability to plan and supervise the work of others; ability to understand and carry out complex oral and written instructions in a discrete manner; ability to establish and maintain cooperative relations with the public and other governmental and private agencies; ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed; ability to transcribe dictation and/or ability to use a Dictaphone; ability to maintain confidentiality; resourcefulness, accuracy, initiative, good judgment; physical condition commensurate with the demands of the position.

PREFERRED QUALIFICATIONS: Graduation from high school or possession of a high school equivalency **and either:**

- a. Possession of an Associate's degree from a regionally accredited or New York State registered college; and two (2) years of full-time (or the part-time equivalent) office clerical experience; **OR**
- b. Four (4) years of full-time (or the part-time equivalent) office clerical experience; **OR**
- c. Any combination of training and experience equal to or greater than that specified in (a) and (b) above.