CIVIL SERVICE ASSISTANT

JOB CODE: 3112
LOCATION: Tioga County Department of Personnel & Civil Service
CLASSIFICATION: Competitive
SALARY: Management/Confidential
ADOPTED: 8/98; 11/05, 01/01/20, 08/26 Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves non-technical responsibilities in assisting with clerical and account clerical tasks related to maintaining employee data in a public sector human resource office. Moderately difficult clerical duties will be performed to record personnel related transactions and prepare various documents necessary for civil service administration. Account clerical tasks will involve handling money, verify salary data, and enter in payments. There is considerable contact with the public, employees, and local officials in this position. Work is performed under direct supervision of either the Personnel Officer or his/her designee. As an incumbent develops their knowledge base, additional leeway will be allowed for independent action. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Assists in the maintenance of roster records and other personnel record files by performing data entry, scanning, and filing;
- Transfers personnel data from source documents directly into computer systems via data entry input and makes additions, deletions and changes as directed;
- As directed, prepares and distributes examination announcements, candidate letters, canvass letters, correspondence to various municipal agencies, and other related documents;
- Reviews salary and employee information for completeness and correctness;
- Maintains and updates department's web page;
- Assists the public by answering general inquiries;
- Assists in administering civil service examinations and follows established procedures;
- Assists with tracking personnel transactions such as probationary, provisional and temporary appointments;
- Assists with gathering data for various reports;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures and equipment; good knowledge of MS Office software programs and social media platforms; good knowledge of business arithmetic and English; working knowledge of records maintenance and personnel transactions; ability to multitask and prioritize; ability to maintain confidentiality in regard to all departmental matters; ability to perform repetitive data entry tasks; ability to follow both oral and written directions; ability to communicate effectively with others in writing and orally; tact, courtesy, professionalism and resourcefulness in dealing with people.

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

a. Completion of at least 30 semester credit hours from a regionally accredited or New York State registered college or university and one (1) year of full-time (or part-time equivalent) clerical work experience within an office environment which involved the maintenance of accounts, records, or financial data; **OR**

b. Two (2) years of full-time (or part-time equivalent) clerical work experience within an office environment which involved the maintenance of accounts, records, or financial data.