

Jurisdictional Class: Competitive
EEO Category: Administrative Support
Revised: 09/08/2022

PRINCIPAL OFFICE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class primarily performs highly difficult clerical and office tasks. This position involves independent judgment in giving out information regarding departmental policies and practices and in planning office activities. Duties in this class involve public contact, and/or work of a confidential nature. Employees work under general supervision, receiving detailed instructions only for work where policies have not been determined. Only unusually important or complicated completed assignments are checked in detail. Employees may exercise supervision over the work of subordinates. The work of employees in this class is distinguished from Senior Office Specialist I and Senior Office Specialist II by the fact that responsibility is involved for independently performing complex clerical operations, for relieving a superior of various administrative details, and for supervisory responsibilities of subordinate staff. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists an administrative official through the performance of assigned tasks;
Collects, prepares, and/or maintains information and summaries for reports, agency records, memoranda and other materials;
Receives and investigates consumer complaints, and assists in finding the best possible solution for the consumer;
Maintains and oversees the operation of administrative and office file systems;
Types, sorts and/or files correspondence, board meeting minutes, letters, notes, memoranda and other materials;
Prepares statistical reports;
Prepares copy, rough draft and office documents which include but are not limited to letters, memoranda, contracts, leases, vouchers, etc.;
Answers telephone, takes messages, makes appointments and furnishes routine information;
Operates various office equipment;
May supervise, assign, guide, and review the work of subordinate staff members.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of rules, regulations, procedures and policies of office to which assigned; good knowledge of business arithmetic and English; good knowledge of word processing programs used to produce letters, reports, documents, etc. on a computer; working knowledge of routine administrative tasks; ability to plan, assign and supervise the work of others; ability to understand and follow complicated oral and written directions; ability to type accurately at an acceptable rate of speed; ability to develop effective working relationships and to deal diplomatically with the public; initiative; integrity; good judgment.

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MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Associate's Degree in secretarial science, office management, office technologies, word processing, business administration, business management, communications or a related field **AND** two (2) years of experience* in the performance of office and clerical tasks, which shall have involved typing/keyboarding; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience*, as described in (A) above.

*Successful completion of college level coursework beyond those stated in the minimum qualifications in a closely related field at a regionally accredited college or university, or one accredited by the New York State Board of Regents to grant degrees, may be substituted for work experience as follows: thirty (30) semester credit hours is equivalent to one (1) year of work experience, sixty (60) semester credit hours is equivalent to two (2) years of work experience.

NOTES:

- 1. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.
- 2. Degree(s) must have been awarded by 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 the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

Adopted: 05/28/1993
Revised: 12/13/1995, 11/24/1997, 04/02/2007, 04/20/2017, 09/08/2022

Title changed from "Principal Typist": 04/02/2007