

DEPARTMENT: ECONOMIC DEVELOPMENT
CLASSIFICATION: NON-COMPETITIVE CONFIDENTIAL/POLICY INFLUENCING –
NYSCSC APPROVED 06/17/2010
APPROVED: APRIL 22, 2021

CONFIDENTIAL ASSISTANT – COMMISSIONER OF ECONOMIC DEVELOPMENT

DISTINGUISHING FEATURES OF THE CLASS: The incumbent serves as the confidential assistant to the Commissioner of Economic Development and provides administrative support to the department. The incumbent assists the Commissioner by performing administrative duties to include general office management, scheduling, filing, assisting with meeting preparation and presentations, and responding to calls and correspondence. Responsibilities also include acting as liaison to other county departments, outside counsel, consultants and/or vendors, and to those interested in economic development opportunities within the county. When assigned, the incumbent collects information and data for administrative studies and determinations, and prepares legislature resolutions for the department. This is important administrative support and liaison work involving the frequent exercise of independent judgment in planning and coordinating the non-technical activities of the department. This position requires a very high degree of confidentiality due to the sensitive nature of information and activities including county-wide and regional economic development. The incumbent works under general supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Serves as office manager and confidential assistant to the Commissioner;
2. Assists Commissioner with establishing and implementing office procedures and oversees efficient work flow by establishing short and long-range plans, and assisting with staff development;
3. Screens callers and visitors to determine the nature of the inquiry, answers questions on established policy and procedure and/or refers to appropriate party or office;
4. Schedules and arranges meetings, conferences and appointments and assembles and coordinates background material;
5. Opens, reviews and distributes incoming mail in accordance with staff assignments and attaches appropriate background material to correspondence;
6. Prepares responses to letters concerning programs, policies and procedures for own or supervisor's signature;
7. Composes/authors and prepares correspondence, memoranda, reports, newsletters, informational material, legislative resolutions, and minutes of meetings, hearings and conferences and/or oversees staff in the preparation of same;
8. Prepares a variety of reports related to the work using statistical and narrative information;
9. Monitors and tracks status of various program activities;
10. Prepares and/or updates lists, forms, statistical data, news releases or letters, etc., on a personal computer or oversees staff in preparation of same;
11. Assists professional staff in analyzing and evaluating methods, procedures, goals and objectives, forms applications, etc.;
12. Assists with agency training activities by collecting data, securing training facilities, assembling and distributing materials and supplies;
13. Transmits information or instructions from supervisor to appropriate staff orally, in writing, or electronically, and follows up to see that instructions are followed and deadlines are met;
14. Oversees staff for the maintenance of and preparation of payroll, personnel and attendance records;
15. Develops, maintains and updates complex computerized records requiring knowledge of agency services and procedures;
16. Maintains office records and statistics using database or spreadsheet software;
17. Responds to external agencies', municipalities', and residents' requests, researches and provides information;
18. Provides information regarding program services and requirements either by phone or in person, schedule appointments, or assist individuals in applying for services by explaining procedures and program processes;
19. Serves as liaison for program or agency activities with administrators and participants.

CONTINUED

CONFIDENTIAL ASSISTANT – COMMISSIONER OF ECONOMIC DEVELOPMENT CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of Niagara County government, geography, economics, demographics, society, goals, politics, policies, and procedures; good knowledge of the principles, terminology, practices and procedures related to economic development and planning; skill in maintaining activity control records and in preparing reports; ability to maintain confidential and sensitive information; ability to plan, manage and organize office functions independently; ability to handle routine administrative details independently, including the composition of letters and memoranda; ability to understand and follow complex oral and written instructions; ability to establish and maintain cooperative relations with the public and other governmental and private agencies; ability to operate and interact with political and social sensitivity in the mediation and resolution of high-tension situations involving a diverse group of people; ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed; ability to perform close, detailed work involving considerable visual effort and strain; ability to get along well with others; clerical aptitude; a high degree of accuracy, industry and dependability; integrity; confidentiality; good judgment; outstanding professional leadership ability; physical condition and maturity commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **AND** one of the following:

1. Graduation from a regionally accredited college or university or one accredited by the New York State board of Regents to grant degrees with a Bachelor's Degree and four (4) years of full-time paid administrative or office management experience which shall have involved maintaining computerized records in a database or spreadsheet application and preparing reports. Two (2) years of experience in supervision and/or responsibility for the direction of an organizational segment; **OR**
2. Completion of sixty (60) credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and six (6) years of full-time paid administrative or office management experience which shall have involved maintaining computerized records in a database or spreadsheet application and preparing reports. Two (2) years of experience in supervision and/or responsibility for the direction of an organizational segment.