

DEPARTMENT: RISK AND INSURANCE SERVICES
CLASSIFICATION: NON-COMPETITIVE CONFIDENTIAL/POLICY INFLUENCING
NYSCSC APPROVED 06/17/2010
APPROVED: JANUARY 11, 2018

CONFIDENTIAL ASSISTANT – DIRECTOR OF RISK AND INSURANCE SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The incumbent serves as the confidential assistant to the Director of Risk and Insurance Services and provides high-level administrative support. The incumbent directly assists the Director by performing administrative duties to include scheduling, payroll reporting, submitting expenses, filing, ordering supplies, assisting with meeting preparation and presentations, and responding to calls and correspondence. When assigned, the incumbent collects information for administrative studies, budget forecasting and policy determinations as well as performing general accounting analysis regarding the various self-funded insurance plans administered by the department. This is important administrative support work involving the frequent exercise of independent judgment in planning and coordinating certain activities of the department. This position requires a very high degree of confidentiality, discretion and judgment due to the sensitive nature of information and activities including litigation, healthcare related matters, claims fraud detection and union negotiations. The incumbent works under general supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Serves as confidential assistant to the Director;
2. Performs office duties including scheduling, processing payment vouchers, preparing for meetings and presentations, filing, distributing mail, office account-keeping, etc. in support of confidential and sensitive matters such as litigation, healthcare related matters, claims fraud detection and union negotiations, and special projects;
3. Prepares and responds to confidential and sensitive departmental correspondence, composes letters, memos and required documents;
4. Attends required meetings and takes minutes.
5. Assists the Director with the implementation of office policies and procedures;
6. Answers telephone, schedules appointments, receives callers and refers them to the proper persons, and answers requests for various information submitted to the Director;
7. Assists with the compilation of data, accounting, and the generation of reports and studies related to all plans administered and insurance funds overseen by the department including health, workers' compensation and property & casualty/general liability;
8. Compiles statistics, conducts special surveys, and collects information for administrative studies, budget forecasting & policy determinations and may present findings verbally and/or in writing including deriving spreadsheets;
9. Completes special projects of a confidential nature as assigned by the Director or as needed to fulfill a request of the County Manager or union negotiations team;
10. Assists employees and retirees with routine questions related to health insurance benefits;
11. Utilizes computer applications or other automated systems such as spreadsheets, word processing, calendar, presentation, e-mail, and database software in performing work assignments;
12. Serves as records retention office for the department;
13. Serves as liaison for informational purposes between department officials and others to relay instructions and/or information regarding risk and insurance policies and procedures;
14. Tracks HIPAA compliance.

CONTINUED

CONFIDENTIAL ASSISTANT –
DIRECTOR OF RISK AND INSURANCE SERVICES 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 employee healthcare, workers' compensation and general insurance issues including actuarial and accounting principles; working knowledge of general legal principles, terminology, practices, and procedures; skill in maintaining activity control records and in preparing reports including spreadsheets; 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 and accuracy; 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; trustworthiness, 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**

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 in a Business, Insurance or Legal related field* and one (1) year of full-time paid clerical or administrative experience in an office setting which involved using personal computer; **OR**

Graduation from a regionally accredited college or university or one accredited by the New York State board of Regents to grant degrees with an Associate's Degree in a Business, Insurance or Legal related field* and two (2) years of full-time paid clerical or administrative experience in an office setting which involved using personal computer; **OR**

Four (4) years of full-time paid insurance, legal, clerical or administrative experience in an office setting which involved using a personal computer.

NOTE: Acceptable related fields include Actuarial Sciences, Health Administration, Public Administration, Business Administration, Economics, Accounting, Health Sciences, Health Management, Statistics, and Math.