

DEPARTMENT: HEALTH DEPARTMENT
CLASSIFICATION: COMPETITIVE
APPROVED: FEBRUARY 28, 2020

CONFIDENTIAL ASSISTANT – PUBLIC HEALTH

DISTINGUISHING FEATURES OF THE CLASS: The incumbent serves as the confidential assistant to the Public Health Director and provides administrative support to the department. The incumbent assists the Director 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 the County Board of Health, other county departments, counsel, hospitals, public health partners, and to community agencies. The incumbent reviews and disseminates public information to media and public health partners; promotes County programs through web content programming and social media; collects confidential and sensitive information and data for administrative studies and determinations; and coordinates 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 personnel related functions. The incumbent works under general supervision and provides direct supervision to assigned clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Serves as office manager and confidential assistant to the Director;
2. 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;
3. Schedules and arranges meetings, appointments, registrations and accommodations and assembles meeting material for the Director;
4. Transmits information or instructions from the Director or Deputy Director to appropriate staff orally, in writing, or electronically, and follows up to see that instructions are followed and deadlines are met;
5. Coordinates the establishment of policy, protocol and guidance for the department as deemed appropriate for quality improvement;
6. Performs administrative support tasks and facilitates administrative functions between department divisions, the Director, the Board, and others;
7. Coordinates with counsel for approval as to form on all department agreements, as well as coordination of other administrative contracts;
8. Opens, reviews and processes incoming mail for the Director/Administration;
9. Coordinates review of public information prior to direct dissemination, coordinates with subject matter experts to encourage and craft public health messaging and coordinates review prior to direct publishing on social media;
10. Coordinates media interviews for the Director;
11. Assists the Director, division directors and staff in editing articles and correspondence;
12. Composes/authors and prepares correspondence, memoranda, reports, newsletters, informational material, and minutes of meetings;
13. Prepares and/or updates lists, forms, statistical data, news releases or letters, etc., on a personal computer;
14. Develops, maintains and updates complex computerized records requiring knowledge of department services and procedures;
15. Maintains office records and statistics using database or spreadsheet software;
16. Responds to requests, inquiries, and complaints from external agencies, municipalities, residents, and web page submissions and researches and provides information;
17. Provides information regarding program services and requirements either by phone or in person, schedule appointments,;
18. Serves as liaison for program or department activities with administrators and participants;
19. Provides Public Notary service to the Director as well as aiding in the process of other documentation requiring signature notarization.

CONTINUED

CONFIDENTIAL ASSISTANT – PUBLIC HEALTH 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 the organization, functions, laws, policies and regulations, terminology, programs, objectives, and goals of the department; working knowledge of public information and public relations techniques; 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 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 compile, analyze, and summarize data and background information in both narrative and numerical form; ability to prepare and maintain complex records; 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 use and operate modern office software programs including word processing, spreadsheet, and databases, hardware, and peripherals 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; integrity; confidentiality; good judgment; outstanding professional leadership ability; physical condition and maturity commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Candidates must meet 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 in a business-related field and two (2) years of full-time paid clerical, administrative or office management experience which shall have involved maintaining computerized financial records in a database or spreadsheet application and preparing reports. One (1) year of qualifying experience must have included supervision and/or responsibility for the direction of an organizational segment; **OR**
2. 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-related field and four (4) years of full-time paid clerical, administrative or office management experience which shall have involved maintaining computerized financial records in a database or spreadsheet application and preparing reports. One (1) year of qualifying experience must have included supervision and/or responsibility for the direction of an organizational segment; **OR**
3. Graduation from high school or possession of an equivalency diploma and six (6) years of full-time paid clerical, administrative or office management experience which shall have involved maintaining computerized financial records in a database or spreadsheet application and preparing reports. One (1) year of qualifying experience must have included supervision and/or responsibility for the direction of an organizational segment.