CONFIDENTIAL ASSISTANT TO THE COMMISSIONER OF SOCIAL SERVICES I*

DISTINGUISHING FEATURES OF THE CLASS: This is professional and administrative work involving responsibility for providing confidential support to the Commissioner of Social Services, with responsibility for coordinating operational activities, implementing projects and handling sensitive matters in accordance with specific policies and objectives. The work is performed under the direction of the Commissioner of Social Services. Supervision may be exercised over paraprofessional and support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides recommendations to the Commissioner of Social Services regarding policies, procedures and general administrative issues pertaining to the coordination and implementation of assistance and service-delivery programs in accordance with New York State federal laws, regulations and policies;

Assists the Commissioner of Social Services in handling sensitive issues, including complaints and investigations, by conducting research, compiling reports and managing the receipt and distribution of documents;

Develops and implements special projects as assigned by the Commissioner of Social Services by collaborating with others to gather and share information, evaluating services and processes, coordinating staff, scheduling meetings and preparing presentations, etc.;

Acts as a liaison on behalf of the Commissioner to elected officials, union representatives, the public and staff;

Communicates details of special projects and administrative matters for management staff, as assigned;

Gathers information and performs research (e.g., internet, contacts other counties, etc.) on a variety of matters including, but not limited to policies and programs administered by the department;

Participates on the Commissioner's Advisory Council by organizing meetings, collecting and disseminating information, assessing council recommendations and identifying both benefits and potential challenges, etc.;

Handles, reviews and responds to various non-routine and confidential correspondence as instructed by the Commissioner of Social Services;

Prepares a variety of reports, as assigned;

May supervise paraprofessional and support staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the programs and services of the Department of Social Services**; good knowledge of New York State and federal laws and regulations and local policies and procedures regarding the programs and services administered by the Department of Social Services**; good knowledge of office terminology, procedures and equipment; good knowledge of the principles of office management; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative, professional relationships with diverse internal and external stakeholders; ability to supervise paraprofessional and support staff; ability to understand written material, especially as it pertains to departmental policies and regulations; ability to prepare reports and other materials from general instructions.

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher and four (4) years of paid work experience which involved coordinating phases of projects, programs or non-routine*** office duties, at least two (2) years of which must have involved administrative tasks****.

*This reflects a retitling of Confidential Assistant to the Commissioner of Social Services.

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**To be demonstrated during the probationary period.

***Non-routine duties are tasks or activities that do not follow a predictable or repetitive pattern and often require unique problem-solving skills, creativity and adaptability. It is unlike routine work, which involves activities that are well-defined, structured and can be performed using established procedures or guidelines.

****Administrative tasks shall be defined as office management, participation in budget preparation, planning day-to-day procedures for a specific work activity, developing goals or objectives for a small-scale project, under the supervision of an administrator, etc.