

## **SECRETARY TO THE DIRECTOR OF COMMUNITY SERVICES**

**JOB CODE:** 6500  
**DEPARTMENT:** Tioga County Mental Hygiene  
**CLASSIFICATION:** Competitive  
**SALARY GRADE:** Management/Confidential  
**ADOPTED:** Revised 3/98; 05/11; 08/19 Tioga Co. Personnel & Civil Service; revised 3/2020

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for the independent performance of complex and confidential clerical, secretarial and administrative support functions for the Director of Community Services and the Mental Hygiene Administrative Team. The incumbent relieves the officials of administrative details such as arranging conferences and meetings and answering routine correspondence. The work calls for the frequent exercise of independent judgment in giving out information regarding departmental policies, and in planning the routine of the office. The correspondence duties of these employees are distinguished by the fact that most letters and releases of a routine recurring nature are composed personally. The incumbent work under general supervision, receiving detailed instructions only where policies have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. The incumbent also displays a level of professionalism by maintaining confidentiality within the office environment while exhibiting sensitivity for the populations that the department serves. Does related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Assists in maintaining contacts with units under the Director's supervision, screening material submitted by staff members for compliance with procedures and policies before forwarding it to the Director for action or decision, scheduling appointments, answering a variety of inquiries by telephone and in person, and by preparing answers to correspondence for the Director's signature;
- Provides clerical support to the Community Services Board, and its three Sub-Committees as well as other committees involving Mental Hygiene including Adult SPOA, Incident Review, TC ASAP Coalition, and the Southern Tier Directors;
- Completes insurance credentialing applications and updates for all clinicians and psychiatric providers;
- Oversees compliance with State Agency mandates for employee background checks and Medicaid exclusion list;
- Supports Administrative Team in managing the contract process with outside agencies, schools, and individuals;
- Collects information to be used as a basis for reports and memoranda, and prepares summaries and reports of various phases of the agency's program;
- Maintains confidential and personal files for the Director, and directs the operation of the files system of the agency both manual and computerized;
- Receives and reads all mail addressed to the Mental Hygiene Department, personally answering many letters and attaching background material to that referred to the Director for action;
- Keeps confidential records of activities of the agency; including Department Personnel files.
- Types correspondence, memorandum and reports and other documents using a personal computer or typewriter;

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- Participates in other administrative functions such as interviewing personnel, processing personnel and payroll records and departmental budget preparation and control;
- Maintains office discipline and output;
- Additional responsibilities include Purchase Order Processing, administration of: Medication Grant Program, Clozapine Rems Program and the School Based Supports Program;
- Initiates orientation process for new employees.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of the organization and functions of the agency to which assigned; ability to handle routine administrative details independently, including the composition of letters and memoranda; ability to understand and carry out complex oral and written instructions in a discrete manner; ability to establish and maintain cooperative relations with the public and other governmental and private agencies; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheets and databases at an acceptable rate of speed; ability to maintain confidentiality; resourcefulness, accuracy, initiative, tact; good judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency **and either:**

- a. Possession of an Associate's degree from a regionally accredited or New York State registered college; and two (2) years of full-time (or the part-time equivalent) office clerical experience\*; **OR**
- b. Four (4) years of full-time (or the part-time equivalent) office clerical experience\*; **OR**
- c. Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

*\*NOTE: Bank Teller and other types of cashiering jobs are not considered "office clerical"*