

OPERATIONS ASSISTANT (SPANISH SPEAKING)
CHAUTAUQUA COUNTY OFFICE OF AGING SERVICES
SALARY RANGE: \$20.34 – 25.94/HOUR + BENEFITS

Chautauqua County Office of Aging Services is accepting applications for an Operations Assistant (Spanish Speaking) position to work out of the Dunkirk, NY office. This is para-professional level work of an administrative nature in support of the operational section of a department or unit utilizing fluency in the Spanish language. Tasks are designed to facilitate operations by freeing higher level employees from routine administrative detail. This position differs from lower-level clerical titles by being a lead assistant in coordinating tasks of lower-level workers and/or performing complex operations independently involving office-wide operations. Work performed is under the general supervision of an administrator of higher rank with some leeway provided for the exercise of independent judgment. Supervision may be exercised over a small number of clerical assistants. Does related work as required.

Typical Work Activities:

- Receives inquiries for employment or assistance, reviews applications, screens walk-in applicants for eligibility;
- Assists in research and investigatory matters by gathering information from files and other resources;
- Prepares reports of program usage and other information, either manually or by use of a computer application program;
- Acts as information clerk where a general knowledge of personnel, organization, department activities and established practices are involved;
- Audits bills, claims, time sheets, reports and payroll submissions for accuracy and completeness;
- Performs general office duties, handling general correspondence and reports, filing;
- Prepares, copies, and distributes bulletins, notices and other announcements as required;
- Prepares requisitions for and maintains supplies for the office or department;
- Distributes mail and supplies to staff;
- May handle petty cash accounts;
- May collect fees and account for monies received;
- May assign work, review and record work done, and instruct new employees in the specialized clerical/operations work of a unit;
- Answers telephone, gives routine information to the public;
- Enters and retrieves computer database records;
- Provides translation services on behalf of staff and clients when requested.

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma and:

- A. Two (2) years of clerical experience involving customer service; OR
- B. Completion of an Associate's degree or two-year business college program in a secretarial science or business administration; OR
- C. Completion of 60 semester credit hours with a concentration in business administration or secretarial science; OR
- D. An equivalent combination of training and experience as defined by the limits of A, B & C above.

Note: The candidate's ability to perform bi-lingual communication in English and Spanish will be assessed by the appointing authority and/or a supervisor during the probationary period.