EXAMINATION NOTICE

The City University of New York Announces
A Promotional Civil Service Examination for:

CUNY Administrative Assistant

Exam # 1081

With continuous filing

Salary Range:

$33,977 – $51,689

Written Test Date: Saturday, January 8, 2005

Filing Period Opens: Monday, November 22, 2004 at Noon (EST)
Filing Period Closes: Monday, December 13, 2004 at 5:15 PM (EST) –
Applications must be received by (not postmarked by) this
date and time. On-line applications must also be received

Filing Fee: A $35 non-refundable filing fee is required to enter the selection process. All
applicants must pay the filing fee; the filing fee will not be waived under any circumstance.

Description of the Job

This position has responsibility for the operation of a major administrative College activity, or difficult administrative and
secretarial work in an office with College-wide responsibilities, or in an unusually complex academic department. May
perform duties described under the lower title: CUNY Office Assistant (04802). Persons in this position are accountable
for rendering quality services in a respectful, courteous and professional manner. In the University's multicultural
environment, incumbents provide consistent assistance to everyone. There are two assignment levels for the CUNY
Administrative Assistant (Level 1 and Level 2).

Assignment Level 1

Under direction, with wide latitude for the exercise of independent initiative and judgment, performs office or secretarial work in
various units, following relevant departmental, College, and University procedures. Typical duties are outlined below.

Supervision

• Develops and maintains efficient office procedures and methods and trains employees in their use.
• Makes arrangements for and may deliver specialized training.
• Interprets and applies operating procedures, rules and regulations within their assigned area(s).
• Establishes work priorities for a major unit of operation of or of several small offices engaged in routine clerical
  functions.
• Conducts job interviews to select subordinate office personnel.
• Supervises preparation of routine or specialized payrolls; reviews adjustments, reports inconsistencies.
• Supervises and coordinates the work of other employees.
• Coordinates the work of others for program activities and events, including registration, room arrangements,
  travel, fee collection, purchases, etc.

Budget & Transaction Processing

• Maintains departmental accounts and reconciles books.
• Assists in monitoring budgets and expenditures.
• Makes petty cash purchases and keeps records of accounts.
• Coordinates book lists for the department and forwards them to bookstores as directed by department
  chair/supervisor.
• Borrows and lends materials to and from other libraries, domestically and internationally, through the Interlibrary
  Loan area.

The City University of New York (CUNY)
An Equal Opportunity Employer/Affirmative Action/Immigration Reform and Control Act/Americans with Disabilities Act Employer
Visit the CUNY website at www.cuny.edu
Communications and Customer Service

- Verifies students' transcripts, recording grades and grade changes.
- Assists in scheduling special examinations for students.
- Assists in determining admission and advanced standing eligibility.
- Prepares class schedules; reserves rooms and equipment, and communicates assignments.
- Provides information regarding College, Department, and University regulations.

Documentation

- Expedites and prepares drafts for the Chair or Director, if authorized.
- Formats and types complex reports using typewriter, word processor, computer, or other document preparation equipment.
- Prepares documents from diverse materials including academic, scientific or technical data.
- Prepares complex statistical reports and related charts and graphs.
- Drafts and edits written or visual material, including routine publications and catalogues; coordinates publication of the same.
- Drafts routine and complex correspondence.
- Prepares and coordinates the distribution of recruitment materials.
- May take dictation and/or transcribes notes, as necessary.

Assignment Level 2

Under direction, with wide latitude for the exercise of independent initiative and judgment, performs very complex administrative or supervisory work; may work with other College units to complete significant administrative functions (e.g., payroll, facilities, personnel, budget, records, security, etc.). Typical duties are outlined below.

- Serves as a secretary to a senior executive of a College, performing difficult and responsible administrative work (e.g., for a full Dean, full Administrator, Vice President or Provost.)
-Drafts confidential reports and memoranda.
- In charge of an administrative office or a section of a large administrative office, library, or an unusually large, complex and uniquely challenging academic department.
- Performs complex specialized administrative tasks and makes important administrative decisions relating to compilations, storage, and disposition of financial records, student records, and personnel record, in accordance with the record retention policy.
- Follows up with staff and administrators throughout the College, University, and the community to resolve problems.
- Supervises, trains, and evaluates full-time and part-time employees performing work under the jurisdiction of this position.
- May perform duties described under the lower assignment level.

The Selection Process

The general steps in the selection process are as follows:

Step 1. Complete and submit your application to the Exams Xpress system by the close of the filing period. Alternatively, you may submit a completed paper application packet to the University Civil Service Examinations Unit using the downloaded application packet that may be retrieved from the University website (http://portal.cuny.edu/cms/id/cuny/documents/jobposting/ExamsXpressCivilServiceTOC.htm access the Exams Xpress system from this page and the forms download area will be visible). Return your completed paper application packet to The City University of New York Civil Service Examinations Unit, 535 East 80th Street, New York, NY 10021. Do not return your paper application packet to a CUNY college. All completed applications must be received by (not postmarked) by the University Civil Service Examinations Unit no later than 5:15 PM EST on Monday, December 13, 2004.

Step 2. Meet the minimum qualifications for appointment to the title (see the next section).

Step 3. Complete the Work Experience Test.

Step 4. After completing Work Experience Test, take the written test.

Step 5. After passing all parts of the examination, you may view your score in the Exams Xpress system once your final banded score has been calculated. If you provided an email when applying via Exams Xpress, you will receive an email informing you that your score is ready to be viewed online.

Step 6. A Promotional-Unit List of eligibles will be established for the title and will be published on the CUNY website.

Step 7. If qualified, you may be invited for an interview by your college.

You must meet the minimum qualifications for the title. If you do not meet the minimum qualifications for this title, you will be disqualified from the selection process. If you have already been appointed, your promotion will be rescinded.

The City University of New York (CUNY)

Visit the CUNY website at www.cuny.edu
Your final score will be determined by the score you receive on the Work Experience Test, the Written Test components and the veteran preference credit credits you receive, if any. Your score will determine the order in which you are certified from the eligible list for your college for promotion consideration. The City University of New York reserves the right to refer only a sufficient number of applicants to meet the current and near-term staffing needs.

The civil service certified list of eligibles resulting from the Promotional examination will be used to fill positions at your College but also may, upon the decision of the Human Resource Management Systems Director, be used to fill positions at CUNY colleges located in all five boroughs of New York City.

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**How to Qualify for Appointment to the CUNY Administrative Assistant Title**

**General Instructions:**

**By the close of the filing period, you must:**

1. Accurately complete and submit all of the information requested of you by the Exams Xpress system;

   *Note:* It is your responsibility to ensure that you have competed and submitted a complete application packet by the close of the filing period. The University Civil Service Examinations Unit does not review applications for completeness until after the close of the filing period. You will not be contacted before the close of the filing period to notify you of an incomplete application.

   *Note:* Update your point of contact information in your Exams Xpress account if you change your name, address, telephone number, or email address. CUNY will not be able to locate you if you do not inform us of your new name, address, or telephone number.

2. Accurately complete the Work Experience Test;

3. Attest to the accuracy of the information you provided at the end of your application process session;

4. If you filled out the downloaded application packet, return or mail the completed paper-based packet to The City University of New York Civil Service Examinations Unit, 535 East 80th Street, New York, NY 10021. *Do not return your paper application packet to a CUNY college.* Applications must be received by (not postmarked by) the closing date no later than 5:15 PM EST.

5. Pay the non-refundable filing fee via credit/debit card or deliver your filing fee postal or bank money order (no personal checks accepted) to The City University of New York Civil Service Examinations Unit, 535 East 80th Street, New York, NY 10021. *Filing fees must be received by the closing date.*

6. Complete the Work Experience Test (part of the minimum qualifications);

7. Submit all supporting documentation of your claims of veterans preference credit;

8. Submit all supporting documentation of your requests for disability accommodation during the written test (if applicable);

9. Submit all supporting documentation of your requests an alternate testing date due to Sabbath observance (if applicable);

   **Filing Fees:**

   Submission of fees will not be accepted after the close of the filing period. You must pay the filing fee. You may file your fee within the Exams Xpress system via credit/debit card on a 128-bit encryption secure platform. If you choose not to file your fee online, you must file your fee with a postal or bank money order or certified check made payable to The City University of New York or CUNY. The filing fee will not be waived or refunded under any circumstances. We cannot accept personal checks.

**Specific Qualifications:**

**In addition to the above general requirements, by the close of the filing period, you must:**

1. Have permanent status as a CUNY Office Assistant at Assignment Level 1 (Pay Level 3) or Assignment Level 2 (Pay Level 4), CUNY Secretarial Assistant, or Mail/Message Services Worker.

   *Note:* Proof of meeting the above requirement is necessary at the time of application, before the close of a Civil Service examination filing period. You will be asked to provide proof of having met these requirements by the close of the filing period.

**Before being appointed unconditionally, you must:**

2. Take and pass a job-related Civil Service Examination that measures critical competencies for the position.
3. Undergo a background check, including a fingerprint screening and a verification of their education and work history.
4. Be able to demonstrate technical competence in using job-related software (e.g., word processing or other).
Note: Your education and work history will be verified by The City University of New York. If you completed college coursework in a country other than the United States and that coursework is required to qualify for an examination (for example, a minimum number of college credits), you must have your higher education coursework evaluated at your own expense to determine its equivalence to higher education coursework completed in the United States. Those agencies that are certified to make the evaluation are listed on the Foreign Education Fact Sheet, which may be downloaded from the Exams Xpress system. You must pay the evaluation fee yourself directly to the evaluating agency you select and forward to CUNY the results of the evaluation. The certified evaluation of your foreign education must be provided to the University Civil Service Examinations Unit (535 E. 80 Street, New York, NY 10021) within 30 days after the close of the filing period.

Note: CUNY considers full-time work to be at least 35 hours weekly.

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The Written Test (100% of Final Ranked Rating)

It is anticipated that the written test will be administered on Saturday, January 8, 2005. In case of bad weather, please call 212.794.5424 to learn of any changes to the test administration schedule.

This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

The Written Test consists of three components:

1. The Work Experience Test
2. The KSA Test
3. The Suitability Test

The minimum passing scaled final score is 70. Only applicants who receive the minimum passing score of 70 or higher on each written test component will be assigned a final ranked rating to be placed on the promulgated promotional unit eligible list. All final ranked ratings will be placed into five-point bands.

Release of Test Scores Below 70. Per University regulations, the University does not score tests once it has been determined that an applicant failed a test component or has failed to meet the minimum qualifications for appointment to the title. In these cases, test component scores are assigned an administrative score of “60”.

Component 1: The Work Experience Test (20% of Written Test Rating):

The Work Experience Test asks you about specific work activities you may have performed during your career as a permanent CUNY Office Assistant, CUNY Secretarial Assistant, or Mail/Message Services Worker only. You are asked to self-assess your level of experience performing each activity as a permanent CUNY Office Assistant, CUNY Secretarial Assistant, or Mail/Message Services Worker only and to assign a rating for each activity. It is critical that you be as accurate in your assessment as possible. Your ratings will be reviewed as part of consideration of your promotion potential. If it is found that you over-inflated your ratings, you will be disqualified from the examination process.

Note: The Work Experience Test component must be passed to be included in the weighting of the final ranked rating.

Component 2: The KSA Test (30% of Written Test Rating):

KSA Test
The written test will consist of multiple-choice questions that evaluate applicants' knowledge/skills/abilities of the following potential content areas:

1. Editing Material Including Spelling, Punctuation, and Grammar
2. Vocabulary
3. Reading Comprehension
4. Arithmetic
5. Customer Service
6. Organizing and Planning

Applicants must pass the KSA test to be scored on the Suitability Test component of the examination.

Note: The Work Experience Test component must be passed to be included in the weighting of the final ranked rating.

Note: A Review Session will not be held since Test elements are anticipated to be administered on a continuous basis.
Component 3: The Suitability Test (50% of Written Test Rating):

At the time of the written test of knowledge, skills, and abilities, the suitability test will be administered. Only those examinees that pass the KSA Test, and meet the stated minimum qualifications for promotion will have their Suitability Test component scored. The suitability test assesses applicants’ ability to withstand the demands of serving as CUNY Administrative Assistant.

Suitability Test
The suitability test may consist of self-evaluative questions that assess an applicant’s strengths and weaknesses in the following areas deemed to be critical to success in the CUNY Administrative Assistant position:

1) Service Orientation
2) Interpersonal Skills
3) Taking Directions
4) Motivation and Personal Initiative
5) Work Attitude, Work Ethic, and Reliability
6) Stress Tolerance
7) Compassion and Conscientiousness

The converted passing score for the suitability test is 70.

Note: The Work Experience Test component must be passed to be included in the weighting of the final ranked rating.

Note: A Review Session will not be held since Test elements are anticipated to be administered on a continuous basis.

Special Notes

Special Accommodations for Physically or Mentally Challenged Applicants: Accommodations for the written test are available for persons with a verified disability. Applicants or their representative must download a Request for Accommodation form from the Exams Xpress system and ensure that the University Civil Service Examinations Unit (535 E. 80 Street, New York, NY 10021) receives it by the close of the filing period. A physician, licensed psychologist, or agency authorized for the purpose of confirming the specific nature of the applicant’s impairment must complete the indicated section of the form. Information regarding applicants’ disabilities is confidential and knowledge of such disabilities is used only to qualify an applicant for the special accommodation in testing.

Special Accommodations for Religious Beliefs: Applicants unable to participate in the Saturday written test because of a sincerely held practice of their religious beliefs must submit a signed statement on letterhead from the applicant’s religious leader certifying to the applicant’s religious observance in order to sit for the written test on an alternate examination date. All requests must be presented to the University Civil Service Examinations Unit (535 E. 80 Street, New York, NY 10021) by the close of the filing period.

Special Accommodations for Emergency Situations: Emergencies that will not permit you to attend the written test such as:

- Death in the immediate family
- Unforeseen hospitalization
- Military service activation
- Mandated court attendance

must be documented in advance except for hospitalization or a death in the family. An alternative examination date may be scheduled for you, if warranted. All requests must be written and mailed directly to the University Civil Service Examinations Unit (535 E. 80 Street, New York, NY 10021) received no later than the Monday BEFORE the test date (Tuesday if Monday is a holiday) providing verifiable documentation of the reason. In the case of a death in the immediate family or an unforeseen hospitalization, an applicant must contact the University Civil Service Examinations Unit no later than 5 p.m. on the Tuesday after the test date at 212.794.5424. A determination will be made if you will be scheduled for an alternate test date.

This examination will be prepared and scored in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.
Claiming Veterans Preference Credit

If you pass this examination, you may be eligible for the veteran preference credit if you are currently a New York State resident and have full-time active duty military service in the armed forces of the United States (not the military reserves nor the national/state guards) and have been honorably discharged or separated between:

- December 7, 1941 to December 31, 1946 (World War II)
- June 27, 1950, to January 31, 1955 (Korean Conflict)
- December 22, 1961, to May 7, 1975 (Vietnam Conflict)
- June 1, 1983, to December 1, 1987 (Hostilities in Lebanon)*
- October 23, 1983, to November 21, 1983 (Hostilities in Grenada)*
- December 20, 1989, to January 31, 1990 (Hostilities in Panama)*
- August 2, 1990, to end of hostilities - - not yet determined (Persian Gulf Conflict)
* requires Expeditionary Medal

OR in the U.S. Public Health Service between:
- June 25, 1950, to July 3, 1952
- July 29, 1945 to September 2, 1945

Veterans or disabled veterans who are eligible for additional credit and wish to be considered for the credit must indicate this as part of the Exams Xpress application process. You must also download and complete the accessible form and submit it to the City University of New York, University Civil Service Examinations Unit, 535 East 80th Street, New York, NY 10021. If applying using the downloaded form process, you must complete and submit the downloadable form to the City University Civil Service Examinations Unit, 535 East 80th Street, New York, NY 10021 by the close of the filing period. Regardless of method of application, if you indicate that you wish to be considered for the additional credit, you must submit proof of your eligibility any time between the dates of your application for the examination and the date of the establishment of the resulting eligible list. No credit may be granted after the establishment of the list. It is the responsibility of the test-taker to provide appropriate documentary proof indicating that the service was in time of war as indicated above, and that the test-taker received an honorable discharge or was released under honorable conditions in order to be certified at a score including the veteran credit.

Effective January 1, 1998, the State Constitution was amended to permit test-takers currently in the armed forces of the United States to apply for and be conditionally granted veteran preference credit in examinations.

Appointment Information

Eligible Lists -- Once you pass the examination, your name will remain on the certified list of eligibles for up to two years during which time you may be appointed to a probable permanent position in the University.

Proof of Identity and Work Authorization -- In accordance with the Immigration Reform and Control Act of 1986, if appointed to CUNY you must be able to provide proof of identity and proof of the right to obtain employment in the United States.

Probationary Period -- Each position is subject to a one-year probationary period following appointment from the CUNY civil service certified list of eligibles.

English Requirement -- You must be able to read, understand, and be understood in English. Qualifying English written and oral exams may be given to you if, in the opinion of the college appointing officer, you may not meet this requirement.

Fingerprinting -- If you are selected for employment, you must be fingerprinted by The City University of New York. You will be informed where to report and the fee that you must bring (currently $75, imposed by the State of New York.)

Background Investigation -- The University will investigate your background thoroughly. If we discover material facts about you that call into question your qualifications for the title, we will disqualify you. If you already have been appointed, we will terminate your employment.

Notice to Retirees -- For this title, CUNY is not able to obtain a waiver to appoint retirees whose public service employment was with New York State or its political subdivisions including the City of New York.

Other

Applicants or their representatives may call the University Civil Service Examinations Unit at 212.794.5424 for further information regarding this exam.

END
THE CITY UNIVERSITY OF NEW YORK

Classified Civil Service Position Description

Title  CUNY Administrative Assistant

Title Codes  04804
          Gittleson Titles Group (033)

FLSA Status  Non-Exempt (Overtime Eligible)

Date Issued  11/11/2004

General Duties and Responsibilities

This position has responsibility for the operation of a major administrative College activity, or difficult administrative and secretarial work in an office with College-wide responsibilities, or in an unusually complex academic department. May perform duties described under the lower title, CUNY Office Assistant - 04802.

Persons in this position are accountable for rendering quality services in a respectful, courteous and professional manner. In the University’s multicultural environment, incumbents provide consistent assistance to everyone.

There are two assignment levels for the CUNY Administrative Assistant (Level 1 and Level 2).

Qualification Requirements

Proof of meeting qualification requirements is needed before the close of a Civil Service Examination filing period. You may be asked to provide proof of meeting these requirements at any time between your application and the close of the filing period.

1. Permanent status as a CUNY Office Assistant at Assignment Level 1 (Pay Level 3) or Assignment Level 2 (Pay Level 4).

Candidates who meet the above requirements must also meet requirements 2 - 4 after the close of the filing period.

2. Candidates must take and pass a job-related Civil Service Examination that measures critical competencies for the position.

3. Candidates may be asked to demonstrate technical competence in using job-related software (e.g., word processing or other).

Direct Lines of Promotion

Promotion opportunity is limited to Permanent incumbents meeting the requirements in the University Job Specification and Examination Notice for the respective title(s).

From:  CUNY Office Assistant (04802)  To:  None
General Work Tasks

Assignment Level 1

Under direction, with wide latitude for the exercise of independent initiative and judgment, performs office or secretarial work in various units, following relevant departmental, College, and University procedures. Typical duties are outlined below.

Supervision

- Develops and maintains efficient office procedures and methods and trains employees in their use.
- Makes arrangements for and may deliver specialized training.
- Interprets and applies operating procedures, rules and regulations within their assigned area(s).
- Establishes work priorities for a major unit of operation or of several small offices engaged in routine clerical functions.
- Conducts job interviews to select subordinate office personnel.
- Supervises preparation of routine or specialized payrolls; reviews adjustments, reports inconsistencies.
- Supervises and coordinates the work of other employees.
- Coordinates the work of others for program activities and events, including registration, room arrangements, travel, fee collection, purchases, etc.

Budget & Transaction Processing

- Maintains departmental accounts and reconciles books.
- Assists in monitoring budgets and expenditures.
- Makes petty cash purchases and keeps records of accounts.
- Coordinates book lists for the department and forwards them to bookstores as directed by department chair/supervisor.
- Borrows and lends materials to and from other libraries, domestically and internationally, through the Interlibrary Loan area.

Communications and Customer Service

- Verifies students' transcripts, recording grades and grade changes.
- Assists in scheduling special examinations for students.
- Assists in determining admission and advanced standing eligibility.
- Prepares class schedules; reserves rooms and equipment, and communicates assignments.
- Provides information regarding College, Department, and University regulations.
Documentation

- Expedites and prepares drafts for the Chair or Director, if authorized.
- Formats and types complex reports using typewriter, word processor, computer, or other document preparation equipment.
- Prepares documents from diverse materials including academic, scientific or technical data.
- Prepares complex statistical reports and related charts and graphs.
- Drafts and edits written or visual material, including routine publications and catalogues; coordinates publication of the same.
-_drafts routine and complex correspondence.
- Prepares and coordinates the distribution of recruitment materials.
- May take dictation and/or transcribes notes, if necessary.

Assignment Level 2

Under direction, with wide latitude for the exercise of independent initiative and judgment, performs very complex administrative or supervisory work; may work with other College units to complete significant administrative functions (e.g., payroll, facilities, personnel, budget, records, security, etc.). Typical duties are outlined below.

- Serves as a secretary to a senior executive of a College, performing difficult and responsible administrative work (e.g., for a full Dean, full Administrator, Vice President or Provost.)
- Drafts confidential reports and memoranda.
- In charge of an administrative office or a section of a large administrative office, library, or an unusually large, complex and uniquely challenging academic department.
- Performs complex specialized administrative tasks and makes important administrative decisions relating to compilations, storage, and disposition of financial records, student records, and personnel record, in accordance with the record retention policy.
- Follows up with staff and administrators throughout the College, University, and the community to resolve problems.
- Supervises, trains, and evaluates full-time and part-time employees performing work under the jurisdiction of this position.
- May perform duties described under the lower assignment level.
Job Characteristics

**Required Knowledge**

**English Language:** vocabulary; knowledge of the meaning of words that are used in written and spoken business communications.

**Arithmetic:** rules of basic Math and their use (i.e., computing answers to basic numerical and text-based mathematical problems).

**Customer Service:** principles and processes for providing quality customer services.

**Office Technology:** telephone applications, word and/or document processing software, electronic mail, calendar, and other office systems widely used throughout the University.

**Required Skills**

- Active listening, speaking to others to effectively convey information, and being aware of others' reactions and understanding their reactions.

- Clearly and concisely transmitting ideas in writing by including appropriate and accurate information, using proper grammar, spelling, syntax, and composition.

- Understanding written sentences and paragraphs in work-related documents.

- Project management skills, in addition to basic organizational and planning skills.

- Time management skills.

- Monitoring and assessing office performance, making improvements or taking corrective actions as needed.

- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Required Abilities**

- Give and follow directions that are issued orally or in writing.

- Orally expressing ideas and communicating information so that others will understand.

- Arranging things or actions in a logical order, according to specific rule(s), preexisting or created by the incumbent.

- Concentrating on a task over an extended period of time without being distracted or losing interest.

- Drafting and editing written material by applying the basic rules of spelling, grammar, punctuation, syntax, and word choice for a variety of audiences.

- Performing basic calculations (i.e., add, subtract, multiply, or divide) quickly and correctly.
Other Work Requirements

- Incumbents need a high level of stress tolerance, adaptability, and flexibility.
- Being committed to the success of one’s Department, College, and of The University is essential, as is an orientation toward providing service.
- Incumbents must be self-directed and self-motivated, as well as being able to provide direction to and motivate others.
- There is often a substantial amount of time answering the telephone, engaging in work-related telephone calls, and handling telephone messages.
- This position might require extended periods of time sitting or other sedentary activity.
- Incumbents of this title spend a lot of time making or maintaining contact with others face-to-face, via telephone, and through written communication, including electronic (such as email).
- There is a high level of repetition in both physical activities (e.g., typing) and mental activities (e.g., recordkeeping).
- The incumbents of this position often work as members of a team and are accountable to other team members.
- This job requires a high level of accuracy in the performance of job duties.

Work Values and Interests

People who are drawn to the CUNY Administrative Assistant job typically value:

- Helping people.
- Solving problems.
- Having a good work ethic.
- Seeing projects through, from beginning to end.
- Using personal initiative.
- Demonstrating leadership.
- Organizations with supportive management.
- Working in a friendly, non-competitive environment.

People who are drawn to this job typically like being involved in work that is conventional, with set procedures and routines and a clear line of authority. They also enjoy providing help or service to others and communicating with people.