EXAMINATION NOTICE

The City University of New York Announces
An Open Competitive Civil Service Examination for:

CUNY Office Assistant

Exam #1085

Salary Schedule

<table>
<thead>
<tr>
<th>CURRENT CUNY Employees</th>
<th>New Hires</th>
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</thead>
<tbody>
<tr>
<td>Upon entry: $26,790</td>
<td>Upon entry: $23,708</td>
</tr>
<tr>
<td>After one (1) year of service: $28,434</td>
<td>After one (1) year of service: $25,162</td>
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</tbody>
</table>

Written Test Date: Saturday, December 17, 2005

Filing Period Opens: Monday, October 3, 2005
Filing Period Closes: Monday, October 31, 2005 -- Applications must be received by (not postmarked by) this date.

Filing Fee: A $30 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 performs clerical and daily office operations within various academic and administrative departments of a diverse University environment. 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 Office Assistant (Level 1 and Level 2).

The Selection Process

The general steps in the selection process are as follows:

Step 1. Complete the application process via Exams Xpress or use the downloaded application packet that may be retrieved from the University website: www.cuny.edu (click on Jobs at CUNY, then Civil Service Exams). ONLINE APPLICATIONS ARE STRONGLY RECOMMENDED. Access the Exams Xpress system from this page and the forms download area will be visible. Return or mail the completed packet to CPS Human Resource Services, Attn: CUNY COA Examination, 241 Lathrop Avenue, Sacramento, CA 95815. Do not return your paper application packet to a CUNY college or any CUNY office.

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

Step 3. Pass the Work Experience Test (pass/fail).

Step 4. After passing Work Experience Test, take and pass the written test.

Step 5. After passing the written test, take and pass the Word Processing Practical Skills Assessment.

Step 6. After passing the entire examination, you may view your score in the Exams Xpress system once your final banded score has been calculated.

Step 7. A CUNY Certified List of Eligibles will be established for the title.

Step 8. If qualified, you may be invited for an interview by a 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, you will be terminated from employment.

Your final score will be determined by the grade you receive on the Written Test components and the veteran preference credit/legacy credits you receive, if any. Your score will determine the order in which you are certified from the eligible list for vacancies that come up. 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 OPEN COMPETITIVE examination will be used to fill positions at CUNY colleges located in all five boroughs of New York City.
How to Qualify for Appointment to the CUNY Office 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 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, telephone number, or email address.

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 CPS Human Resource Services, Attn: CUNY COA Examination, 241 Lathrop Avenue, Sacramento, CA 95815. Do not return your paper application packet to a CUNY college or to any CUNY office. Applications must be received by (not postmarked by) the closing date;

5. Pay the non-refundable filing fee via credit/debit card or ensure delivery of your filing fee postal or bank money order (no personal checks accepted) to CPS Human Resource Services, Attn: CUNY COA Examination, 241 Lathrop Way, Sacramento, CA 95815;

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

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

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

9. Submit all supporting documentation of your requests for an alternate written test 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 in care of CPS (See Step 5 Above). The filing fee will not be waived or refunded under any circumstances. We cannot accept personal checks.

Specific Qualifications:

By the close of the filing period, you must:

1. Have completed two (2) years of full-time equivalent experience which may be met by one of the following:
   a. Two years of employment in general office work or
   b. One year of employment in general office work plus 30 college credits from an accredited institution of higher education (equivalent of one year of experience) or
   c. 60 college credits from an accredited institution of higher education (equivalent of two years of experience);

   CUNY considers full-time work to be 35 hours per week. Part-time experience of at least 20 hours per week may be prorated and credited instead of, but not in addition to, full-time experience during the same period. Part-time experience of less than 20 hours per week will NOT be credited at all.

2. Have a High School Diploma or GED;

3. Pass a Work Experience Test; and

4. Demonstrate English language proficiency. Candidates must speak, read, write, and understand English well enough to meet minimally acceptable performance standards set for job tasks. English proficiency will be evaluated at the time of interview.

Before being appointed unconditionally, you must:

1. Take and pass the job-related Civil Service Examination that measures critical competencies for the position;

2. Undergo a background check, including a fingerprint screening and verification of your education and work history; and

3. 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, in care of CPS Human Resource Services, Attn: CUNY COA Examination, 241 Lathrop Way, Sacramento, CA 95815, within 30 days after the close of the filing period.
The Written Test (100% of Final Ranked Rating)

It is anticipated that the written test will be administered on Saturday, December 17, 2005. In case of bad weather, please call 800.822.4277 to learn of any changes to the test administration schedule.

A written test will determine your score. The minimum passing scaled final score is 70. All passing scores will be placed into five-point bands.

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.

This examination consists of two components:

1. Written Test Component #1: Multiple-choice assessment of relevant knowledge/skills/abilities (KSAs).
2. Written Test Component #2: Suitability for CUNY Office Assistant work assessment.

Component 1: The KSA Test (75% of final ranked rating):

<table>
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<tr>
<th>KSA Test</th>
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<tr>
<td>The written test may consist of multiple-choice questions that evaluate applicants' knowledge/skills/abilities of the following potential content areas:</td>
</tr>
<tr>
<td>1. Ability to Edit Material including Spelling, Punctuation, and Grammar: These questions test for the ability to apply the basic rules of grammar and usage. The punctuation questions test for a knowledge of the correct placement of punctuation marks in sentences. The spelling questions test for the ability to spell words that are used in written business communications.</td>
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<tr>
<td>2. Vocabulary: These questions test for the ability to identify the meaning of words that are used in written and spoken business communications.</td>
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<tr>
<td>3. Reading Comprehension: These questions test for the ability to understand written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.</td>
</tr>
<tr>
<td>4. Arithmetic: These questions test for the ability to compute basic math problems. Both numerical and text-based mathematical problems will be presented in this section.</td>
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The KSA written test raw score comprises 75% of the maximum possible raw score point achievable on the total test. The converted passing score for the written test is 70. **Applicants must pass the written test to be scored on subsequent components of the examination.**

Note: A Test Review Session will not be held for this test since it is anticipated to be administered again within a one-year period.

Component 2: The Suitability Test (25% of final ranked rating):

At the time of the written test of knowledge, skills, and abilities, the suitability test will be administered. Only those examinees who pass the KSA written test by achieving a scaled score of 70 or higher will have their suitability tests scored. The suitability test assesses applicants' ability to withstand the demands of serving as a CUNY Office Assistant.

<table>
<thead>
<tr>
<th>Suitability Test</th>
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<tr>
<td>The suitability test may consist of self-evaluation questions that assess applicants in the following areas:</td>
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<tr>
<td>1) Service Orientation</td>
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<tr>
<td>2) Interpersonal Skills</td>
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<td>3) Taking Directions</td>
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<tr>
<td>4) Motivation and Personal Initiative</td>
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<tr>
<td>5) Work Attitude, Work Ethic, and Reliability</td>
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<tr>
<td>6) Stress Tolerance</td>
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<tr>
<td>7) Compassion and Conscientiousness</td>
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The suitability written test raw score comprises 25% of the maximum possible raw score point achievable on the total test. The converted passing score for the suitability test is 70.

Note: A Test Review Session will not be held for this test since it is anticipated to be administered again within a one-year period.
Component 3: Qualifying Word Processing Skills Test (Pass/Fail):

Qualifying Word Processing Typing Skills Test

1) All applicants who achieve a final ranked rating of at least 70 on the written test must also pass a qualifying word processing typing skill test. This test may be administered before appointment, after the establishment of the list. Failure to pass this test will result in your removal from the certified list of eligibles.

Note: A Test Review Session will not be held for this test since it is anticipated to be administered again within a one-year period.

Special Notes

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

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 CPS Human Resource Services (241 Lathrop Way, Sacramento, CA 95815) 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 CPS Human Resource Services (241 Lathrop Way, Sacramento, CA 95815) 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 CPS Human Resource Services (241 Lathrop Way, Sacramento, CA 95815) 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 CPS Human Resource Services no later than 5 p.m. on the Tuesday after the test date at 800.822.4277. 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 Expeditory Medal

OR in the U.S. Public Health Service between:
- June 26, 1950, to July 3, 1952
- July 25, 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 CPS Human Resource Services, ATTN: CUNY COA Examination, 241 Lathrop Way, Sacramento, CA 95815. If applying using the downloaded form process, you must complete and submit the downloadable form to CPS Human Resource Services, ATTN: CUNY COA Examination, 241 Lathrop Avenue, Sacramento, CA 95815. Regardless of the 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 day before 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.

### Claiming Legacy Credit (For Open Competitive Examinations Only)

If you pass an examination for original appointment (not promotion), you may be eligible for an additional 10 points being added to your final examination score if your parent or sibling has been killed in the line of duty as a firefighter or police officer in the service of the City of New York and you are applying for a position which would gain you entry into the public service. Legacy Credit is not applicable for promotional examinations.

1. **For Parent Legacy Credit:**
   A candidate shall qualify for Parent Legacy Credit if his or her parent was killed in the line of duty as a firefighter or police officer in the service of New York City.

2. **For Sibling Legacy Credit:**
   A candidate shall qualify for Sibling Legacy Credit if his or her sibling was killed in the line of duty as a firefighter or police officer in the service of New York City as a result of the September 11, 2001 World Trade Center attack, or as a result of the rescue effort that took place in response of the attack.

A candidate can receive Legacy Credit for no more than one parent or one sibling. A candidate can, however, receive Legacy Credit for both a parent and a sibling; in which case, the candidate may be entitled to 20 points. Legacy Credit should be requested at the time of application via the Exams Xpress system, but must be requested no later than the day before the eligible list is established. If a candidate requests Legacy Credit after an application for an exam has been submitted, the candidate must appear in person or write a letter indicating the candidate’s name, address, social security number, the open-competitive exam title and number for which Legacy Credit is sought, and whether the request is for Parent Legacy Credit, Sibling Legacy Credit, or both. The letter must be addressed to CPS Human Resource Services, ATTN: CUNY COA Examination, 241 Lathrop Way, Sacramento, CA 95815. Claims for Legacy Credit cannot be made once the eligible list is established. All candidates making such claims will be required to present to CPS Human Resource Services, prior to eligible list establishment, documentation verifying their claim. All claims for Parent or Sibling Legacy Credit will be investigated.

Appropriate supporting documentation is:

- Supporting documentation establishing the deceased’s qualifying service must be from an official state or local agency or department such as:
  a. NYS Policemen’s and Firemen’s Retirement System
  b. NYS Worker’s Compensation Board
  c. NY City Police Department
  d. NY City Fire Department
  e. NY City Board of Estimate

Note: Volunteer firefighters should contact The City University of New York, Civil Service Examinations Unit, as the required documentation will be different.

1. Establishing proof of relationship eligibility can be satisfied through the following documents:
   a. Birth certificates
   b. Certificates of adoption
   c. Baptismal certificate
   d. Tax return or other government issued documentary proof to establish “child” status

**Definitions:**

To qualify for the Legacy Credit please note the following requirements:

1. Police or Fire service is defined as:
   - Service performed as an officer or member of an organized police force or department of any county, city, town, village, police district, authority or other participating employer.
   - Service performed as an officer or member of an organized fire department of any county, city, town, village, or fire district or other employer.
Service as an active volunteer member of a fire company at the time of his or her death.

Note: Auxiliary police are defined as peace officers and are not eligible for Legacy Credit at this time.

2. Death occurred in the line of duty is defined as:
   - Having died as the natural and proximate result of an accident sustained in the performance of duty in the service;
   - Did not cause such accident by his own willful negligence; and
   - At the time of such accident was actually a member of the policemen and firemen's retirement system.

Note: Volunteer firefighters should contact The City University of New York, Civil Service Examinations Unit as the eligibility for Legacy Credits is different.

3. Child is defined as a son or daughter of any age, usually including one formally adopted. A child may also be defined as a stepchild, a child born out of wedlock that is dependent upon the deceased, a person for whom one stands in loco parentis. Determinations for Legacy Credit eligibility will be made on a case-by-case basis.

Note on Legacy Credit Usage:

1. You may use Legacy Credit only once for appointment from a City, State, or County open-competitive Civil Service eligible list from a jurisdiction within the State of New York.

2. Legacy Credit will be added only to the final score of those candidates who pass all parts of the open-competitive examination.

Appointment Information

Eligible Lists -- Once you pass the examination, your name will remain on the certified list of eligibles for up to one year 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.

Advancement Opportunities -- CUNY Office Assistants may be advanced to a higher assignment level, based upon the duties of the position.

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 CPS Human Resource Services at 800.822.4277 for further information regarding this examination.

END
THE CITY UNIVERSITY OF NEW YORK

Classified Civil Service Position Description

Title CUNY Office Assistant

Title Codes 04802
Gittleson Titles Group (033)

FLSA Status Non-Exempt (Overtime Eligible)

Date Issued 11/12/2004

General Duties and Responsibilities

This position performs clerical and daily office operations within various academic and administrative departments of a diverse University environment.

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 Office Assistant (Level 1 and Level 2).

Qualification Requirements

Proof of meeting requirements 1 – 4 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. Completion of two (2) years of full-time equivalent experience which may be met by one of the following:
   a. Two years of employment in general office work
   b. One year of employment in general office work plus 30 college credits from an accredited institution of higher education (equivalent of one year of experience)
   c. 60 college credits from an accredited institution of higher education (equivalent of two years of experience)

CUNY consider full-time work to be at least 35 hours weekly. Part-time experience of at least 20 hours per week may be prorated and credited instead of, but not in addition to, full-time experience during the same period. Part-time experience of less than 20 hours per week will NOT be credited at all.

2. High School Diploma or GED.

3. Passage of a qualifying Work Experience Test.

4. English language proficiency. Candidates must speak, read, write, and understand English well enough to meet minimally acceptable performance standards set for job tasks. English proficiency will be evaluated at the time of interview.

Candidates who meet the above requirements must also meet requirements 5 – 7 after the close of the filing period.
5. Candidates must take and pass a job-related Civil Service Examination that measures critical competencies for the position.

6. Candidates must undergo a background check, including a fingerprint screening and a verification of their education and work history.

7. Additionally, 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: None To: CUNY Administrative Assistant (04804)
General Work Tasks

Assignment Level 1

Under supervision, performs office or secretarial work in various units, following relevant departmental, College, and University procedures. Typical duties are outlined below.

Documentation and Information

- Types and prints materials such as letters, memoranda, forms, purchase orders and vouchers, using typewriter/word processor/personal computers and all peripheral equipment.
- Proofreads typed material for accuracy, correcting errors as necessary.
- Uses commercial office software packages in typing, data entry, filing, updating files, and preparing various reports.
- Collects information or data from various sources; files and retrieves books, documents and/or data as needed. Updates existing files.
- Creates filing systems.
- Maintains departmental records; keeps separate confidential records when instructed.
- Retrieves and formats computerized data.
- With proper training, may take dictation and transcribe notes (written or recorded).
- Prepares and proposes various forms, e.g., financial aid applications, personnel papers and other college forms.

Communications and Customer Service

- Provides information, as directed, to faculty, students, employees, and the general public.
- Responds to routine inquiries regarding departmental affairs.
- Answers telephone calls; screens incoming calls and forwards/refers calls; assists in maintaining up-to-date mailing and telephone directories.
- Provides receptionist services; sets up appointments; keeps calendars; refers students, faculty, other CUNY employees and general public to proper areas or persons.
- Furnishes information on the department’s rules and regulations, when authorized.
- Assists with arrangements for special events (e.g., conferences, reservations of rooms, travel arrangements, catering services, informing the relevant departments/units, etc.)
- Interviews and supervises College Assistants, College Work Study Students, Student Aides, Summer Interns, Volunteers, etc.
- Assists in training new employees in various office duties/use of office machines.
- Communicates with other academic or administrative departments or outside agencies to expedite the processing of work.
Transaction Processing

- Prepares routine reports, including drafts, using information received from various sources.
- Receives and processes financial transactions following prescribed procedures (e.g., tuition payments, library fines).
- Processes purchase orders and supply orders; verifies deliveries.
- Verifies inventory and supplies reports on request.
- Completes Time & Leave calculations and keeps up-to-date records.
- Assists supervisors in specialized office functions, e.g., fingerprinting, I-9, reference and background checking, unemployment insurance.
- Calculates payroll figures; verifies amounts on financial forms; prepares deposit records; refunds authorizations, and similar documents; keeps related records.
- Makes routine petty cash purchases and disbursements, and maintains petty cash account; keeps necessary records.
- Receives mail for the unit/department/college and distributes it among the proper persons; may sort mail per instructions.
- Prepare the department/unit/college mailings within or outside CUNY, arranging special mail services when authorized.
- Duplicates, collates and distributes materials. Coordinates the work of others to produce and distribute materials; confers with printing department and mailroom personnel as needed.
- Assists in preparing and distributing materials such as recruitment documents.
- Assists in registration activities within the department or as assigned; when authorized, processes drop/add and over tally requests for course registration.

Other

- Performs routine upkeep of office machines, e.g., photocopier, typewriter, computer terminals, printers, fax machines.
- May serve on committees when authorized.

Assignment Level 2

Under supervision, performs moderately complex office or secretarial work in various units of CUNY.

Perform tasks at assignment Level 1, at a more complex or responsibility level or with significant expertise and masterly performance.

May serve as secretary to an executive or to a small group of professional, managerial, or technical personnel.

Organizes, supervises and coordinates the workload of a moderately complex office, including the supervision of full and part-time office support staff.

Initiates administrative procedures on behalf of the department.

Administers a specialized area, requiring unique training and/or experience within a large office.
Interviews and recommends full and part-time office support staff, including College Assistants and CUNY Office Assistants in Level 1.

Prepares and compiles complex reports, including simple research and analysis.

With approval, makes improvements to department forms.

Develops record-keeping systems.

Trains office employees and others (as directed) in routine office duties, rules, procedures, etc. and related matters.

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.

**Required Abilities**

- Following directions that are given 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 a specific rule or rules.

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

- Editing written material by applying the basic rules of spelling, grammar, punctuation, syntax, and word choice.

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

Incumbents need a high level of stress tolerance.

An orientation toward providing service is essential.

Incumbents must be self-motivated.

There is often a substantial amount of time answering the telephone, making telephone calls, 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 other members of the team.

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 Office Assistant job typically value:

- Helping people.
- Having a good work ethic.
- Doing a good job.
- Using their personal initiative.
- 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.