**THE CITY UNIVERSITY OF NEW YORK**  
*Classified Civil Service Position Description*

<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>EOC Office Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title Code</strong></td>
<td>04870   Annual (Full-Time)</td>
</tr>
<tr>
<td><strong>FLSA Status</strong></td>
<td>Non-Exempt</td>
</tr>
<tr>
<td><strong>Date Issued</strong></td>
<td>April 2, 2007</td>
</tr>
</tbody>
</table>

**General Duties and Responsibilities**

Performs clerical and daily office operations within various academic and administrative departments of a diverse University environment within an Educational Opportunity Center (EOC). Provides quality services in a respectful, courteous and professional manner. In the University's multicultural environment, incumbents provide consistent assistance to everyone.

There are two general Assignment Levels for this position. Within these, there are five distinct pay levels:

Assignment Level 1: Pay Levels 1, 2, 3, and 3a  
Assignment Level 2: Pay Level 4.

All personnel perform related work. This specification describes typical assignments; related duties may be assigned as needed.

**Qualification Requirements**

Completion of a High School Diploma or Equivalent (GED).

Completion of two (2) years of full-time equivalent experience which may be met by one of the following:

- Two years of employment in general office work
- 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)
- 60 college credits from an accredited institution of higher education (equivalent of two years of experience)

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.

Demonstrated English language proficiency (ability to speak, read, write, and understand English well enough to meet job requirements).

Technical competence in using job-related computer software (word processing or other) may be required for this position.

**Direct Lines of Promotion**

From: None  
To: EOC Administrative Assistant (04871)
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.

**PAY LEVELS 1, 2, AND 3**

**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 inquires 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 EOC Assistants, 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.

**Pay Level 4**
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 EOC Assistants and EOC 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 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 rule(s).
- 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 to 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 EOC 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.