

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of routine duties in support of activities of an aging and youth services office. Incumbents may be responsible for activities such as performing routine clerical functions, answering routine inquiries and assisting in operating the nutrition services and youth services programs. Work is performed under general supervision and is carried out at the Office for the Aging offices and throughout the County, as needed.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Engages in routine activities in support of Office for the Aging and Youth Services programs;

Answers telephones and directs callers to the appropriate office staff;

Assists clients in filling out applications for the Heat Energy Assistance Program;

Enters and updates data into computer and operates other office machinery;

Distributes and relates information about resources and services available in the community;

May file records, reports and perform some typing tasks;

Distributes food coupons to qualified individual older persons;

Send cards and call clients on their birthday;

May assist in the operation of congregate meal sites and, on occasion, deliver food to the homebound.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of geographic area served by the Office for the Aging; working knowledge of programs and services available through the Office for the Aging and other service

providers; working knowledge of the characteristics, needs and interests of older persons; working knowledge of eating habits, nutritional needs of the elderly; clerical aptitude; ability to communicate with older persons who may have physical or language difficulties; empathy in handling sensitive human problems ability to understand oral and written instructions; and courtesy.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma; or
- (B) One year of clerical experience or other experience involving interaction with the public.

NOTE: Must possess and maintain a valid Driver's License.

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Originated:7/12/96
Jurisdictional Class: Non-Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised in draft on 9/10/03
Revised in draft on 9/11/03
Reviewed and placed in classplan 9/19/03
Revised and replaced in SC Personnel Classplan 6/22/18
Revised and replaced in Classplan 8/20/2021
Revised and Replaced in Classplan: 10/4/2022