

CENTRAL SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of various tasks in connection with providing telephone, duplication, mail, and other centralized services to an office complex. Work is performed under direct supervision, with some leeway for independently carrying out assigned tasks. Supervision of subordinates is not performed in this position, though incumbents may assist in the training of new staff by demonstrating machine operation and/or maintenance techniques, and office procedures.

TYPICAL WORK ACTIVITIES:

Operates a large volume duplication machine;

Demonstrates the operation of smaller duplicating equipment to various departments;

Completes duplication requests as specified, i.e. stapling, collating, reducing, etc.;

Sorts all incoming mail and delivers same to various departments;

Records certified, special delivery, or registered mail and maintains appropriate records to verify delivery;

Stamps and prepares outgoing mail for pick up by post office;

Operates a centralized switchboard;

Greets visitors and directs them to their desired office;

Makes deliveries of copies and supplies to the various departments;

Maintains records of charges to departments for duplicating, telephone calls, postage, and centrally purchased office supplies;

Prepares invoice for periodic billings of services to departments;

Review bills for charges against the department's budget for accuracy and submits to the Audit Department for payment.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, OR PERSONAL

CHARACTERISTICS: Good knowledge of the operation of large and small volume duplicating equipment; good knowledge of principles and practices used in providing mail service; good knowledge of principles and practices used in providing switchboard and/or telephone services; some knowledge of office terminology, procedures and equipment; ability to understand and carry out simple oral and written instructions; ability to meet the public in person and by phone; ability to make arithmetic computations accurately; and courtesy.

MINIMUM QUALIFICATIONS:

There are no academic or experience qualifications for this title. To be eligible for appointment, candidates must demonstrate entry level clerical aptitude and competence by successfully participating in an entry level clerical examination.

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Last Reviewed: 4/16/97
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

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