

RSVP ASSISTANT

256-A

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the performance of clerical and other related duties in support of activities conducted through the Retired Senior Volunteers Program of the County Aging Services Office. Work is performed under general supervision of the Supervisor, Retired Senior Volunteer Program and Director of Office for the Aging.

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.*

- Conducts activities to recruit volunteers for the Retired Senior Volunteer assignments;
- Interviews program applicants to determine their skills and makes volunteer assignments;
- Conducts training and orientation programs for new volunteer recruits;
- Answers inquiries concerning program activities and coordinates program activities in the absence of the program supervisor;
- Performs filing, typing, and other office clerical duties in support of the Retired Senior Volunteer Program;
- Reads incoming mail and answers general correspondence and/or distributes mail to appropriate officials;
- Schedules appointments, maintains appointment calendar, and performs receptionist duties in support of the Retired Senior Volunteer Program;
- Establishes and maintains filing, record keeping and reporting documents in connection with the Retired Senior Volunteer Program;
- Refers program participants to other services and performs related duties to such persons

participating in program activities;

Performs cash count and verifies money collected and refunded and reports transactions to proper authority;

Processes volunteer travel vouchers;

Utilizes common office software programs to perform assignments, including word processing, e-mail, database and other programs, as applicable.

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

Working knowledge of the characteristics, needs, and interests of the aging; working knowledge of community agencies, human services vendors, and related services which provide services to the elderly; working knowledge of interviewing techniques; ability to communicate with older persons; ability to type accurately at the rate of 35 WPM or better; ability to perform clerical operations with letters and numbers; ability to utilize common office software programs; and sensitivity to the needs and problems of the elderly.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a general equivalency diploma and two (2) years of experience in a position involving interaction with the general public in providing information about human services delivery, program benefits, or similar experience; or
- (B) Graduation from high school or possession of a general equivalency diploma and two (2) years of clerical experience, including word processing and other common office software programs; or

(C) An equivalent combination of experience as described in (A) and (B) above.

Y:\CLASPLAN\RSVP Assistant.doc
Previously Reviewed:4/17/00
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised in Classplan on 12/15/10
Revised and Replaced in Classplan: 3/6/2023