

RSVP SPECIALIST

256-B

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the performance of secretarial and para-professional 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, RSVP and Director of Aging Services with wide leeway for independently carrying out many of the duties of the position.

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 Program;

Conducts interviews with RSVP applicants to determine skill levels and volunteer assignments and assists Supervisor, RSVP with training and orientation programs;

Conducts training and orientation for new office staff;

Answers inquiries concerning program activities and coordinates program activities in the absence of the program supervisor;

Compiles and types a variety of confidential materials, including general correspondence, reports, contracts, budgets, agendas, resolutions and other documents for the Director of Aging Services and Supervisor, RSVP;

Reads incoming mail and answers general correspondence and/or distributes mail to appropriate officials;

Coordinates program activities in the absence of the Supervisor, RSVP;

Performs cash count, post to daily journal and cash receipts book, prepares daily deposits to Treasurer's Office, balances daily deposits to receipt book and posts monthly revenue ledger;

Refers program participants to other services and performs related duties for such persons

participating in program activities, including arranging with volunteers for clients needing medical transportation and preparing travel vouchers for volunteers when transport is completed;

Schedules and maintains appointments and calendars;

Maintains database on software to track volunteer hours, client information and other statistical data for the Retired and Senior Volunteer Program and Office for the Aging programs;

Prepares and types press releases, invitations and memoranda for various events for Office for the Aging and the RSVP programs, i.e. Art Show, Driver Safety Program, Recognition Luncheons, Public Hearings and Senior Games.

May provide supervision and direction to clerical support staff.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and account keeping; working knowledge of the characteristics, needs and interests of the aging; working knowledge of community agencies and human services vendors which provide services to the elderly; clerical aptitude; working knowledge of interview techniques; ability to communicate with older persons; ability to utilize common office software programs, including word processing, database and e-mail; ability to type at an accurate rate of speed; ability to understand and follow complex oral and written directions; and sensitivity to the needs and problems of the elderly.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in a Secretarial Science, Human Services or a related field and two (2) years of experience in either providing information about human services delivery, program benefits or similar experience or secretarial experience involving the application of computer software; or
- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience in providing information about human services delivery, program benefits or similar experience; or
- (C) Graduation from high school or possession of a high school equivalency diploma and four (4) years of secretarial experience involving the application of computer software; or
- (D) An equivalent combination of training and experience as described in (A), (B) or (C) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

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Revised and Replaced in Classplan: 3/6/2023
Revised and Replaced in Classplan: 5/14/2025 (Edu)