

## **SENIOR 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. A Senior Central Services worker also assists in training, evaluation, and supervision of subordinate staff assigned to the office. Work is performed under general supervision, with leeway for independently carrying out assigned tasks.

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.*

Operates a large volume duplication machine;

Demonstrates the operation of smaller duplicating equipment to various departments or offices;

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 the 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;

## **SENIOR CENTRAL SERVICES WORKER**

### **Page 2**

Prepares invoices for periodic billings of services to department;

May supervise other staff assigned to the office;

Assists in the training of staff assigned to the Central Services Office;

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

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

Good knowledge of the operation of large and small volume duplicating equipment; good knowledge of principles and participates used in providing mail service; good knowledge of principles and practices used in providing switchboard and/or telephone services; good knowledge of office terminology, procedures and equipment; ability to train and supervise staff; 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:** Either:

- (A) Graduation from high school or possession of a high school equivalency diploma and two (2) years of office experience involving duties of either clerical, receptionist, or switchboard operations nature; or
- (B) Four (4) years of experience as described in (A) above; or
- (C) An equivalent combination of training and experience.

---

Y:\CLASPLAN\DRAFT\senior central services worker.doc

Last Reviewed:

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A