

**OPERATIONS ASSISTANT**  
**(Albany Parking Authority)**

**DISTINGUISHING FEATURES OF THE CLASS:** Under the general direction of the Associate Director, the incumbent is responsible for providing confidential administrative support to the director or other departmental supervisory staff. The incumbent also has responsibility for all office services and performs as a liaison between the department and division heads and the office staff. Duties also include maintenance of departmental files, procurement of goods and services, scheduling and attending various meetings, and distribution of meeting reports. Supervision is not typical of this class.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Coordinates questions, concerns, or complaints with departmental staff and directs information to the appropriate divisions;
- Responds to department and division heads problems, or concerns and recommends corrective measures;
- Establishes and maintains working relationships with department and division heads;
- Prepares requisitions for supplies and materials;
- Maintains computerized records;
- Maintains multiple departmental files, i.e., purchasing requisitions, vendor records, service contracts, tenant information, insurance data, service reports and general correspondence;
- Maintains data and performs research of departmental and regulatory reports;
- Schedules in-house and/or contracted work between Associate Director and management staff;
- Schedules and attends various meetings;
- Generates meeting agendas;
- Records, documents and distributes meeting minutes;
- Organizes data into contract form, prepares completed contract documents, prepares information for various reports and correspondence;
- Performs routine clerical duties for the Associate Director and departmental supervisory staff;
- Answers telephones, takes messages and e-mails, delivers to appropriate departmental staff;
- Coordinates procurement of goods and services for departmental staff;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of the policies and procedures utilized in office management and operations;
- Good knowledge of the agency's organizational structure and the responsibilities of each department and/or division;
- Good knowledge of the rules, regulations and procedures of the Albany Parking Authority;
- Good knowledge of personnel and financial record keeping;
- Good knowledge of personal computers and office equipment;
- Ability to communicate oral and written instructions;
- Ability to maintain records and files;
- Ability to prepare basic reports;
- Ability to deal with others tactfully and effectively;
- Integrity;
- Accuracy;
- Resourcefulness;
- Good judgment;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree (or higher) and one (1) year of paid fulltime facility maintenance experience; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and three (3) years of paid fulltime facility maintenance experience; **OR**
- A. Any equivalent combination of training, education and experience as defined by the limits of (A) and (B) above.