

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

***Occ. Code 2500100***

**Support Services Assistant, Grade 5**

Brief Description of Class

Support Services Assistants assist New York State employees with disabilities in the performance of their duties. Most incumbents read and summarize materials and take notes at meetings, but the specific duties and work schedule depend on the needs of the employee being assisted.

Distinguishing Characteristics

*Support Services Assistant:* non-competitive; established as a reasonable accommodation to assist individual New York State employees with disabilities in performing their duties; typically works part-time; functions in an ancillary role and does not supplant any regular staff positions.

Illustrative Duties

Reads materials aloud and/or reads silently and then summarizes the contents. May include technical or legal terminology and may be confidential.

Assists in the preparation of written materials such as timecards, travel forms, reports, and legal documents.

Attends meetings and takes notes on information that would otherwise be inaccessible for the employee being assisted.

Assists with labeling, faxing, emailing, and transmitting/forwarding documents; sorts and retrieves required documents, organizes folders, and performs filing.

Receives and places telephone calls.

May use sign language to facilitate communication but is not required to have the interpretive skill of a Translator.

May work with various adaptive technologies.

May travel with the employee and assist in on-site work.

Minimum Qualifications

*Support Services Assistant*

Non-competitive: High school diploma or equivalent.

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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