

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

Classification Standard

Occ. Code 2581000

Office Aide, Grade, NS

Brief Description of Class

Office Aides assist in performing various clerical and administrative activities to support the efficient operation of an office. Work includes office machine use; computation; mail, supply, and inventory-related tasks; document preparation and maintenance; answering telephones; completing forms; and assisting customers.

Illustrative Duties

- Answer telephones; respond to questions from and provide information to various parties regarding agency activities, transactions, and procedures.
- Operate various communication systems such as telephones and computers; and keep records of such communications.
- Enter and retrieve information from computerized systems.
- Verify data previously transcribed or entered to detect errors.
- Scan documents and verify quality of such documents.
- Operate and perform basic cleaning and maintenance on office machines and equipment.
- Schedule appointments and meetings using various office tools.
- Perform routine processing activities, including checking forms for completeness and accuracy.
- Maintain basic financial, accounting, and/or statistical records.
- Perform calculations and computations, primarily on computers and calculators, using known and standard formulas and methods.
- Prepare, process, review, and record numerical transactions and records.
- Type, proofread, review, and correct correspondence, documents, records, reports, and other written material. Create graphics to display data.
- Assist in gathering or compiling data.
- Maintain, update, and correct records and files.
- Receive, screen, review, and verify documents, forms, applications, claims, and other documents for completeness, content, and accuracy.
- Receive, pick up, deliver, open, appropriately record, time stamp, sort, and distribute mail, e-mail, or other correspondence or communication, or goods, materials, or stores.

- Process outgoing mail by inserting letters into envelopes, sealing envelopes, and applying correct postage.
- Receive, unload, unpack, sort, store, count, and distribute goods received, following established procedures.
- Advise supervisor of receipt of damaged goods or incomplete or incorrect shipments.
- Issue and may deliver goods from stock according to procedure.
- May package goods for shipment.
- Take periodic physical inventory and maintain related records.
- Keep shelves and stock clean, neat, and in proper place.

Minimum Qualifications

Demonstrated ability to perform assigned tasks and follow instructions.

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 qualification requirements for appointment or examination.

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