

TOMPKINS COUNTY CIVIL SERVICE VACANCY

Inclusion Through Diversity

OPEN TO THE PUBLIC

**Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526**

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Administrative Assistant - Level 3

SALARY: \$28.42/hr - Hire Rate, \$29.92/hr - Working Rate

TYPE OF EMPLOYMENT: Full Time

ISSUE DATE: 02/13/26

THE FINAL DATE TO FILE APPLICATIONS: 02/22/26

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 02/23/26

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

Tompkins County Whole Health is seeking an Administrative Assistant level 3 to serve as a key member of the Whole Health support team. This is a full-time position (40 hours per week). The starting salary is \$28.42 per hour, with a working rate of \$29.92 per hour. This position provides trauma-informed, patient-centered customer service at the front desk and plays an essential role in supporting daily clinical and program operations.

The Administrative Assistant level 3 is responsible for welcoming clients, answering phones, managing check-ins, scheduling appointments, scanning documents, verifying client information, and utilizing the Electronic Health Record system. This role works collaboratively with program staff to ensure efficient operations and a positive, respectful experience for individuals accessing services.

The ideal candidate is professional, organized, and calm under pressure. They demonstrate strong communication skills, attention to detail, and the ability to manage multiple tasks while maintaining confidentiality and compassion in a fast-paced healthcare environment.

This title is currently approved under NYS HELPS. This is a non-competitive appointment that does not require an exam.

MINIMUM QUALIFICATIONS:

- a. Possession of an Associates degree from a regionally accredited or New York State registered college; **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) office clerical experience*; **OR**
- b. Two years of permanent competitive class status as an Administrative Assistant – Level 2; **OR**

c. Graduation from high school or possession of a high school equivalency diploma **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) office clerical experience*; **OR**

d. Any combination of training and experience equal to or greater than that specified in (a), (b), or (c) above.

*NOTE: Bank Teller and other types of cashiering jobs are not considered to be “office clerical”.

SPECIAL REQUIREMENTS: If required to operate a motor vehicle in the course of his/her duties, it is the responsibility of the appointing authority to ensure possession of a valid New York State drivers license at the time of appointment. The incumbent would need to maintain such license for the duration of employment.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This work involves the independent performance of a broad range of complex clerical operations which require an understanding of specific laws, organizational rules, policies or procedures. Specific duties will vary with the needs of the appointing authority. The routine operation of an alphanumeric keyboard and other office technology is required in this role. Ability to accurately manipulate specific software is valued over speed when performing the keyboarding function. An Administrative Assistant – Level 3 is responsible for relieving the head of a department or major division of administrative details such as calendar management, meeting scheduling and conference arrangements as well as relieving the official of contacts which should properly be made with subordinate staff. The psychological demands of this job are moderate with unpredictable fluctuations in work volume, frequent interruptions, shifting work priority, rush orders and conflicting priorities. At a Level 3, the employee should possess moderate interpersonal skills in order to explain information or inform others about agency regulations, policies and/or programs. Internal contacts may be across sections or divisions within the organization and may require routine administrative or highly structured work interactions. External contacts will typically be with the general public and involve the exchange of information in structured situations. The incumbent works under the direct supervision of a senior staff member but enjoys some moderate level of autonomy when carrying out the day-to-day activities of the office. Although guidelines and policies are available, many cases require the independent interpretation and application of guidelines or policies to specific situations. Only unusual or very complex matters are referred to the supervisor. The employee may be defined as a lead worker of a group, or be assigned to supervise specific personnel with a unit or section. The incumbent will perform any and all administrative duties that may be assigned.

TYPICAL WORK ACTIVITIES:

The typical work activities below are illustrative only. Work activities may vary from location to location and no attempt has been made to compile a comprehensive listing of all clerical duties that may be required of an employee in this class. Assignment of appropriate routine clerical duties will be at the discretion of the appointing authority.

- At all times, the employee will provide the highest quality of customer service;
- Develops a professional network and maintains contacts with units with whom an official routinely interacts;
- Reviews documents submitted by staff members for accuracy, format and compliance with policies and procedures before forwarding to a supervisor for action or a final decision;
- Schedules appointments, answers a variety of inquiries via telephone, email and in person;
- Prepares original written correspondence for an official's signature;
- Collects information from paper and electronic files and compiles such information into a final source document;
- Prepares summaries and drafts of reports;
- Maintains personnel files for a supervisor and oversees the file management system for an agency (both computerized and manual);
- Provides administrative support including the use of a computer, and other office machines and equipment in order to accurately prepare and maintain a wide variety of agency documents such as complex correspondence, inventory, budgets, operating expenses, timecards, payroll, scheduling, state reporting, files and other departmental activities;
- Answers telephone calls and/or email correspondence providing routine information on various procedural requirements or program transactions;
- Instructs new employees in the specialized work of a unit, assigns duties, performs day-to-day supervision and reviews performance;
- Receives internal and external customers, ascertains their business, and refers them as appropriate;
- May be required prepare an agenda, take notes, and prepare minutes of meetings;

- May be required to maintain electronic files, or alphabetic, numeric and/or chronological paper files;
- May be required to periodically purge obsolete material in accordance with a records retention schedule;
- May prepare and maintain time records, payroll data or other task that might require basic mathematical calculations;
- The incumbent will be required to perform all routine clerical work determined essential to the efficient and economical functioning of the office to which assigned.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of basic office terminology, procedures and equipment;
- Thorough knowledge of the English language; including the ability to alphabetize, spell correctly, and use appropriate grammar and proper punctuation;
- Thorough knowledge of business arithmetic;
- Good knowledge of the organization, functions, laws, policies, rules and regulations that govern the agency to which appointed;
- Skill, ability and desire to provide excellent customer service;
- Ability to handle routine administrative details independently, including the composition or original written correspondence (reports, letters, memoranda or email);
- Ability to establish and maintain professional networks and cooperative working relationships with a variety of individuals, governmental departments and private agencies;
- Ability to plan and supervise the work of others;
- Ability to deal courteously and effectively with the public - in person, by telephone and through email or by other electronic means;
- Ability to accurately operate an alphanumeric keyboard and utilize various types of software (speed is not a significant factor in the keyboarding activity);
- Ability to understand and follow complex oral and written instructions;
- Ability to communicate complex concepts effectively, both orally and in writing;
- Ability to maintain accurate, neat and legible records;
- Ability to perform close, detailed work that may involve considerable visual effort and strain;
- Initiative, resourcefulness, accuracy, tact, neatness, courtesy and good judgment are required;
- The employee's physical condition shall be commensurate with the demands of the position.

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FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.~

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850