

Jurisdictional Class: Competitive
Adopted: July 27, 1989
Revised: December 4, 2019

STAFF DEVELOPMENT AIDE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting in the coordination of, and providing clerical support in, the development and implementation of a staff development program for an agency. The incumbent will be responsible for the frequent exercise of independent judgment, the planning and overseeing of complex clerical activities, and independently performing the more important phases of such work. Work is performed under limited supervision and in accordance with generally accepted clerical objectives, policies, and procedures. Supervision is exercised over the work of clerical staff. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Acts as secretary to an official in cases where assignments call for the judgment and experience in making decisions in accordance with established policies and procedures;

Working from rough draft or from data personally developed, types accounting and financial statements, payrolls, statistical tabulations and data, form letters, memoranda, vouchers, reports, requisitions, and other materials;

Reviews accounts, reports, and other documents for completeness, accuracy, and conformity with established procedures;

Conducts routine correspondence on matters where policies and procedures are well defined;

Has charge of the typing of records and reports and reviews for clerical accuracy and completeness;

Oversees and participates in the typing, processing, indexing, sorting, recording, and filing of a variety of control records and reports;

Answers telephone and gives out routine information and responses to a variety of inquiries;

Operates typewriter, computer, copy machine, fax machine, computer, calculator, and other office machines;

Plans, assigns, and reviews clerical work and instructs clerical staff in the details of specialized work;

Revises and develops improved work procedures and methods, and installs those approved by superiors;

Assists on the preparation of budget information, collection of data, and compiling of statistics;

Maintains complex activity control records, schedules workloads and flow, and coordinates the work with that of other units;

Maintains complex indexing, coding, and filing systems;

Assists in organization and development of training and staff development programs;

May conduct portions of formalized training programs;

Maintains materials related to training programs such as films, audio-visual materials, books, pamphlets, and related materials;

Assists in identifying training and staff development needs of the agency;

Maintains and records training history of all employees;

Assists in arranging and coordinating logistics for local training;

Registers staff and arranges travel and approval for a variety of training programs;

Sets up and facilitates teleconferences;

May require evening hours;

Makes arrangements for the physical facilities and equipment for training sessions.

Staff Development Aide

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of business terminology, procedures, and equipment;
Thorough knowledge of business arithmetic and English;
Good knowledge of policies, laws, and regulations relating to the program of the particular agency;
Good knowledge of the principles and practices of developing and implementing a staff development program;
Working knowledge of modern office machines and ability to apply recurring work problems;
Ability to plan, assign, and supervise the work of clerical staff;
Ability to analyze jobs, functions, and problems and implement successful training programs;
Ability to understand and carry out complex oral and written directions;
Ability to type accurately at an acceptable rate of speed;
Ability to prepare correspondence and reports;
Ability to deal effectively with the public;
Sound judgment in solving complex problems.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and four (4) years of progressively responsible clerical experience which shall have involved typing*.

*Proof of typing ability: Work experience must include typing, or
A course in typing, computer, or data entry (high school, trade school or college), or
Acceptable typing waiver showing ability to type a minimum of 35 wpm

NOTE: Training beyond high school in a related field may be credited for the above required experience on a year-for-year basis but you must still possess proof of typing ability as indicated above.