

OFFICE SERVICES AIDE (YIDDISH-SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is office support work of a general, routine nature which may involve any variety of tasks including but not limited to running errands, shelving books and journals, obtaining and returning books and materials, clearing work tables, as well as occasional clerical and cleaning tasks. The work is distinguished from that of an Office Services Aide in that some of the duties performed in this position require the incumbent to interact with Yiddish-speaking individuals at a fluency level indicated in the Note below. The work is performed under the direct supervision of the office or unit head. Does related work as required.

TYPICAL WORK ACTIVITIES:

Shelves books and journals;

Gets books and journals from shelves and photocopies materials as requested;

Opens and distributes mail;

Clears work tables and maintains work areas;

Runs errands;

Assists other office personnel in communicating with Yiddish-speaking visitors or callers by translating Yiddish to English and vice versa;

May maintain simple files;

May perform routine cleaning of office machines;

May perform other routine clerical tasks as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Ability to understand and carry out directions; ability to speak and understand colloquial Yiddish and to translate into acceptable English; ability to perform the duties of the position*.

MINIMUM QUALIFICATIONS: There are no formal training, education or experience requirements.

NOTE: Incumbents are expected to possess Level I proficiency in Yiddish (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent be able to satisfy routine social demands and limited work requirements. Can handle most social situations, including introductions and casual conversations about current events, as well as work, family and autobiographical information. Can provide instructions on routine, concrete matters. Can translate routine correspondence and documents with the aid of a dictionary and/or grammar book. Can get gist of most conversations on non-technical subjects, and has a speaking vocabulary sufficient to respond simply with some circumlocutions. Accent, though faulty, is intelligible. Can read with general accuracy news items on non-technical topics and general correspondence.

*To be demonstrated during the probationary period.