

DEPARTMENT: RISK AND INSURANCE SERVICES
CLASSIFICATION: NON-COMPETITIVE CONFIDENTIAL/POLICY INFLUENCING NYSCSC
APPROVED 06/17/2010
APPROVED: OCTOBER 3, 2011

CONFIDENTIAL ASSISTANT – DIRECTOR OF RISK AND INSURANCE SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The incumbent serves as the confidential assistant to the Director of Risk and Insurance Services and provides high-level administrative support. The incumbent directly assists the Director by performing administrative duties to include general office management, scheduling, payroll reporting, submitting expenses, filing, ordering supplies, assisting with meeting preparation and presentations, and responding to calls and correspondence. Responsibilities also include acting as liaison to other county departments and their confidential personnel, outside counsel, consultants and/or vendors, and to the county's union negotiations team. When assigned, the incumbent collects information and analyzes data for administrative studies, budget forecasting and policy determinations as well as performing general accounting analysis regarding the various self-funded insurance plans administered by the department. This is important administrative support and liaison work involving the frequent exercise of independent judgment in planning and coordinating certain activities of the department. This position requires a very high degree of confidentiality, discretion and judgment due to the sensitive nature of information and activities including litigation, healthcare related matters, claims fraud detection and union negotiations. The incumbent works under general supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Serves as office manager and confidential assistant to the Director;
2. Performs administrative office functions such as scheduling, maintaining inventory, purchasing office supplies, processing payment vouchers, preparing for meetings and presentations, filing, distributing mail, etc.;
3. Prepares and responds to departmental correspondence, composes letters, memos and required documents;
4. Attends required meetings and takes minutes.
5. Consults with the Director to develop and independently implement office policies and procedures;
6. Answers telephone, schedules appointments, receives callers and refers them to the proper persons, and answers requests for various information submitted to the Director;
7. Assists with the analysis of data, accounting, and the generation of reports and studies related to all plans administered and insurance funds overseen by the department including health, workers' compensation and property & casualty/general liability;
8. Compiles information for & completes required reports;
9. Compiles statistics, conducts special surveys, collects information & analyzes data for administrative studies, budget forecasting & policy determinations and presents findings verbally and/or in writing including deriving spreadsheets;
10. Completes special projects of a confidential nature as assigned by the Director or as needed to fulfill a request of the County Manager or union negotiations team;
11. Serves as department liaison to the County Attorney's Office on any administrative needs for matters in litigation or insurance claims;
12. Serves as department liaison to outside counsel or consultants/vendors on any administrative needs for matters in litigation (including responding to document requests, identifying/contacting county witnesses for deposition) or of a confidential nature including healthcare, workers' compensation, or private investigations;
13. Serves as high level department liaison to the county union negotiations team on healthcare and related issues and to the Director, outside counsel and Department of Human Resources on confidential personnel related or healthcare, worker's compensation and disability related matters;
14. Tracks HIPAA compliance.

CONTINUED

CONFIDENTIAL ASSISTANT – DIRECTOR OF RISK AND INSURANCE SERVICES CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of Niagara County government, geography, economics, demographics, society, goals, politics, policies, and procedures; good knowledge of the principles, terminology, practices and procedures related to employee healthcare, workers' compensation and general insurance issues including actuarial and accounting principles; working knowledge of general legal principles, terminology, practices, and procedures; skill in maintaining activity control records and in preparing reports including spreadsheets; ability to maintain confidential and sensitive information; ability to plan, manage and organize office functions independently; ability to handle routine administrative details independently, including the composition of letters and memoranda; ability to understand and follow complex oral and written instructions; ability to establish and maintain cooperative relations with the public and other governmental and private agencies; ability to operate and interact with political and social sensitivity in the mediation and resolution of high-tension situations involving a diverse group of people; ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed and accuracy; ability to perform close, detailed work involving considerable visual effort and strain; ability to get along well with others; clerical aptitude; a high degree of accuracy, industry and dependability; trustworthiness, integrity; confidentiality; good judgment; outstanding professional leadership ability; physical condition and maturity commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **AND**

Graduation from a regionally accredited college or university or one accredited by the New York State board of Regents to grant degrees with a Bachelor's Degree in a Business, Insurance or Legal related field* and one (1) year of full-time paid clerical or administrative experience in an office setting which involved using personal computer; **OR**

Graduation from a regionally accredited college or university or one accredited by the New York State board of Regents to grant degrees with an Associate's Degree in a Business, Insurance or Legal related field* and two (2) years of full-time paid clerical or administrative experience in an office setting which involved using personal computer; **OR**

Four (4) years of full-time paid insurance, legal, clerical or administrative experience in an office setting which involved using a personal computer.

NOTE: Acceptable related fields include Actuarial Sciences, Health Administration, Public Administration, Business Administration, Economics, Accounting, Health Sciences, Health Management, Statistics, and Math.