

## **TRAFFIC DIVERSION PROGRAM ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the office of the District Attorney and has responsibility for performing clerical work in support of Broome County's Traffic Diversion Program. This position involves processing traffic diversion applications as well as assisting individuals in applying for program services by explaining program procedures. The incumbent also prepares and maintains a variety of information, reports and correspondence. The work is performed under the direct supervision of the Traffic Diversion Program Coordinator with leeway allowed for the exercise of independent judgment in carrying out the duties of the program. Supervision is not a function of this position. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Reviews program applications for completeness, accuracy and adherence to program rules and regulations;  
Draft, complete and send correspondence to participants, courts, and attorneys;  
Inputs and updates program information in a computerized database and/or manual file;  
Types forms, form letters, transcripts, invoices, vouchers and other records;  
Calls local courts or other agencies to gather and/or verify information;  
Prepares, maintains and retrieves participant lists, documents and forms using a personal computer;  
Establishes and maintains files of program participants;  
Operates a personal computer, calculator, copier, scanner, fax machine and other related peripheral office equipment;  
Answers phone, takes messages, arranges appointments, and provides routine information;  
Receives and organizes work to be processed;  
Communicates with program participants, local court supervisor, Assistant District Attorneys, and court staff in relation to the program;  
Performs a variety of clerical tasks.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of office terminology, procedures and equipment;  
Good knowledge of administrative practices and procedures;

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Good knowledge of modern methods used in preparing and maintaining a variety of information, reports and records;  
Working knowledge of the policies and procedures of the Traffic Diversion Program;  
Working knowledge of the New York State Vehicle & Traffic Law;  
Working knowledge of the local court process and procedure regarding traffic infractions;  
Working knowledge of legal ethic rules;  
Working knowledge of modern methods used in account and record keeping;  
Ability to utilize common word processing, spreadsheet, and database office software programs;  
Ability to prepare and maintain program records and reports;  
Ability to perform close detail work involving considerable visual effort and strain;  
Ability to understand and follow both oral and written instructions;  
Ability to work with a wide variety of people;  
Ability to collect information from various sources for program operations;  
Clerical aptitude;  
Tact and courtesy.

**MINIMUM QUALIFICATIONS:**

- A) Completion of at least 60 semester credits from a regionally accredited or New York State registered college or university;  
OR
- B) Graduation from high school or possession of an equivalency diplomas and one year of clerical experience; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.