

SECRETARY

DEFINITION

Under general supervision, serves as secretary to assigned division or unit staff; performs a variety of office and administrative support work; responds to questions from the public and provides information on division and unit activities; and performs related duties required.

REPORTS TO

Higher level management or supervisory staff.

CLASSIFICATIONS SUPERVISED

This classification does not exercise supervision over staff.

EXAMPLES OF DUTIES

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

Performs secretarial and administrative duties for division or unit; greets office visitors and screens telephone calls; answers inquiries and provides information on division and unit operations, responds to concerns and refers them to other staff as appropriate; compiles information for records and reports; composes correspondence; types reports, documents, letters, forms and other items; sets up materials for meetings and conferences; completes a variety of forms and information documents; maintains and checks employee time records; maintains inventories of office supplies and program materials; maintains detailed records of activities and functions for a variety of services and programs, according to guidelines and requirements; gathers materials and distributes agenda for board and committee meetings; compiles data and generates reports; retrieves historical information from files and records; operates office equipment including a computer and associated software packages to maintain detailed information and operating records; assists with the development of information requirements for assigned programs and services; and performs related duties as required.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of audio-visual equipment; use of office equipment including computers, telephones, calculators, copiers, and fax machine.

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TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with staff and the public.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of the division, unit and areas of assignment.
- Office practices, methods, procedures, and equipment.
- Filing and recordkeeping procedures.
- Principles and practices of business correspondence and letter writing.
- Receptionist and telephone techniques.
- Correct English usage, spelling, grammar, and punctuation.
- Basic mathematics.
- Personal computers and supporting software applications related to office and administrative work.

Ability to:

- Perform a wide range of secretarial duties in assigned division or unit.
- Interpret and apply policies, rules, and regulations with good judgment in a variety of situations.
- Prioritize, organize and manage workload.
- Compile information and prepare accurate reports.
- Make arithmetical calculations quickly and accurately.
- Type at a rate of 45 words per minute from clear, legible copy.
- Take dictation and notes at an appropriate rate for the job assignment and transcribe them accurately.
- Operate a variety of office equipment including computers and assigned software applications.
- Deal tactfully and courteously with persons seeking information and expressing concerns about programs, policies, and functions.
- Communicate effectively, both orally and in writing.
- Understand and carryout oral and written instructions.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Training and Experience:

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Any combination of training which would likely provide the required knowledge and experience is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education

A high school diploma or GED equivalent.

Experience

At least two (2) years of responsible office and administrative support work experience. Special training and education in secretarial related fields is highly desirable.

Special Requirements:

None.