

SECRETARY

DEFINITION

Under moderate supervision, performs responsible and difficult clerical and secretarial work and some routine administrative activities involved in assisting a management-level position in the conduct of office administration.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Secures information from callers, answers questions, or refers problem to appropriate individual. Makes appointments and introduces callers. Represents the department on initial contact with public. Relieves supervisor of routine administrative details. Coordinates calendars, schedules, and meetings. Makes travel arrangements, prepares trip folders and reconciles expenses. Writes routine letters either independently or in accordance with oral and written directions. Assembles data and information and prepares special reports. Sets up and maintains confidential files. Operates word processing/micro computer equipment. Some positions require incumbents to take and transcribe dictation, including meeting minutes. Some positions require incumbents to maintain a commission as a notary public with the State of California. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Employees in this class perform responsible and difficult clerical work which normally includes some routine administrative activities and responsibility for independent action requiring the exercise of judgment in making decisions in accordance with the policies and practices of the department. An employee in this class usually is immediately subordinate to a management-level position.

RECOMMENDED MINIMUM QUALIFICATIONS

Two years of journey level clerical experience or any equivalent combination of education and experience which provides the desirable knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: office practices, procedures and equipment; business English and spelling; business letter writing and business forms.

Ability to: type at a corrected speed of 50 wpm; perform difficult clerical work; follow oral and written directions; deal tactfully, but effectively, with the public. Compile and maintain routine records and files.

CHARACTERISTICS OF SUCCESSFUL PERFORMER

Successful Secretaries are well-organized self-starters who work well independently and complete complex tasks with a minimum of instruction. They easily coordinate a wide variety of tasks and levels of priority and are comfortable working in a fast-paced environment with strict deadlines. Secretaries are helpful, pleasant and customer-service oriented, yet very aware of the importance of

confidentiality and are accordingly discrete.

Approved: 10/92

Reviewed: 7/94