

COUNCIL SERVICES SECRETARY (UC)DEFINITION

Under general supervision, performs skilled typing, a wide variety of moderately difficult and complex general clerical work, complex confidential public contact assignments and composition/editing of written materials.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Types, word processes, proofreads and edits correspondence for proper syntax, grammar and spelling. Composes routine correspondence. Assists public in person or by telephone by furnishing information and explaining City policies, procedures and regulations. Refers individuals or representatives of groups to appropriate city departments for resolution of stated problems, concerns and issues. Assists Councilmembers in obtaining required information and maintaining their calendars. Makes travel arrangements for Councilmembers giving consideration to their specific needs and requirements. Orders supplies, processes payments and records/monitors incoming bills and payment status. Performs payroll duties. May take minutes at meetings and perform general office duties including filing and record keeping. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is a journey-level clerical class. The work of this class is distinguished from that of the Senior Office Assistant class by the complexity of the public contact duties, which require a high degree of discretion, confidentiality and sensitivity to the public, staff and Councilmembers involved. In addition, incumbents must have strong writing skills and thorough knowledge of City issues and Councilmember opinions in drafting documents for their signature and/or publication.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of typing and varied office clerical work, with emphasis in public contact, or any equivalent combination of training and experience, which provides the desirable knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: the City structure and functions of departments; modern office practices, procedures, equipment and clerical techniques.

Skill in: typing at a corrected rate of **no less than 50 words per minute** from clear copy; typing rapidly and accurately from machine transcriptions; operating word processing equipment.

Ability to: demonstrate poise and tact in sensitive public contact situations; learn, interpret and explain specific regulations, policies and procedures; understand and carry out moderately complex oral and written instructions; maintain moderately complex and confidential records and prepare reports; write routine memos, letters and reports using correct grammar, spelling and sentence structure; make accurate and rapid computations and comparisons; establish and maintain effective working relationships with the public and other City staff.

CHARACTERISTICS OF SUCCESSFUL PERFORMER

Successful performers are well-organized self-starters, highly skilled in typing, filing, writing and public contact. When dealing with the public they are discrete, confidential, pleasant and helpful. Additionally, they are efficient, detail-oriented and enjoy a fast-paced, productive environment.