

EXECUTIVE SECRETARY

DEFINITION

Under general supervision, performs varied and complex clerical work, secretarial work and routine administrative activities involved in assisting a department head in 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 letters either independently or in accordance with oral and written directions. May assist in the preparation of budget estimates and checking payroll. Sets up and maintains confidential files and card indexes. Assembles data and information and prepares special reports. Operates word processing/micro computer equipment. Some positions require incumbents to: take and transcribe dictation; supervise the work of a clerical staff; and/or 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 department head and may exercise supervision over one or more employees assisting with the more routine clerical details.

RECOMMENDED MINIMUM QUALIFICATIONS

Three years of journey level clerical experience, two of which must have been at the secretarial level, or any equivalent combination of education and experience, which provides the 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; effectively supervise and direct the work of others.

DESIRABLE CHARACTERISTICS

The successful Executive Secretary is a well-organized, self-starter who works well independently and completes tasks with a minimum of instruction. This individual is highly dependable and easily coordinates a wide variety of tasks and levels of priority and is comfortable working in a fast-paced environment with strict deadlines. The Executive Secretary is helpful, pleasant and customer-service oriented, yet very aware of the importance of confidentiality and handles sensitive matters with discretion. When performing supervisory duties, the Executive Secretary is an effective team builder who treats all employees fairly, maintains high morale and is dedicated to quality service.

Class title change from Senior Secretary per Council Resolution No. 2000-074,
effective 12-01-00

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