

## SECRETARY

### DEFINITION

Occupants of this classification are in the classified service. These positions perform secretarial work, relieve a manager or supervisor of a variety of clerical and administrative detail, and provide continuity to the operations of the office.

### DISTINGUISHING CHARACTERISTICS

Positions within the classification of Secretary are distinguished from the Administrative Clerk classification by the primary responsibility of the Secretary to provide more advanced, responsible and specialized administrative support requiring knowledge of departmental regulations, policies and procedures. Work involves the use of initiative and judgement in solving non-routine problems based on knowledge gained through experience.

### SUPERVISION RECEIVED AND EXERCISED

~~Positions in this classification may report to a supervisor or manager or other designee and may provide direction to other support staff. are distinguished from the Administrative Clerk classification by the primary responsibility of the Secretary to provide direct support to a manager or supervisor, while Administrative Clerks tend to be more directly involved in accomplishing the day-to-day clerical functions of an office by providing clerical support to all professional, technical, and administrative members of the staff.~~

### ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Prepares ~~written drafts~~correspondence, reports, requisitions, and documents using a ~~typewriter, data entry terminal, fax machine, and~~ personal computer to enter and retrieve data; produces professional reports and documents using a variety of software packages. Composes correspondence requiring discrimination and judgment in the selection of data or the interpretation of rules or policies.
2. Establishes and maintains confidential files concerned with personnel and/or policy matters. Keeps filing up to date. Correctly uses a filing system so that material is readily retrievable.
3. Records documents and actions taken on sensitive issues, and is responsible for releasing information to authorized parties.
4. Performs payroll, timekeeping, and data entry. Processes overtime and leave slips request forms, entering ~~data~~ and reconciling ~~the timekeeping data books.~~

5. Assists the public by answering inquiries via email, phone or in person. Serves as a liaison in the dissemination of information to the public for the supervisor. Makes a meaningful effort to understand the specific needs and problems of the public and resolves these problems or refers them to the appropriate staff member. Clearly and consistently explains division and departmental regulations and policies to the public.

~~4.~~

5.6. Promptly opens and correctly distributes incoming mail and processes outgoing mail.

7. Arranges the schedule and other logistics ~~effor~~ appointments and meetings for supervisor and departmental staff, ~~exercising discretion in committing their time and in referring callers or visitors to other appropriate sources of information or service.~~

6.8. Provides administrative support in preparation for City meetings such as council, commission, board and committee meetings.

7.9. Produces accurate typed memoranda documents and reports which are neat and prepared in appropriate format from rough written drafts, or verbal instructions ~~and/or transcription~~. Edits drafts for proper workingspelling, grammar, and content.

8.10. Maintains cost and budgetary records, formulates portions of budget requests, ~~and types~~ and prepares the annual budget, as requested.

9.11. Stays currentup to date with ~~trends in secretarial techniques and practices~~office supply needs. Seeks way to improve office operations.

~~10. Serves as a liaison in the dissemination of information to the public for the supervisor both in person and by telephone, employing tact and courtesy in dealing with the public. Makes a meaningful effort to understand the specific needs and problems of the public, and resolves these problems or refer them to the appropriate staff member. Clearly and consistently explains division and departmental regulations and policies to the public.~~

11.12. Copies and distributes documents in a timely manner.

12.13. Keeps the supervisor promptly advised of problems.

13.14. Operates ~~a data entry terminal~~, office equipment such as copier, printer, fax machine, or personal computer to produce, copy and send documents. Uses office software to research, locate, enter and retrieve data, ~~produces professional documents using a variety of software packages.~~

14.15. Processes complex documents according to predetermined but specialized procedures in an accurate and timely fashion.

15.16. Computes, receives, and accounts for fees remitted, issues receipts and permits, processes forms such as invoices and purchase orders, maintains records of funds.

## MINIMUM KNOWLEDGE, SKILLS AND ABILITY

### Knowledge of:

- Modern office practices and procedures, including business correspondence, record-keeping systems, ~~and~~ office equipment and office software.
- Basic English and ~~arithmeti~~math.

### Skill and Ability to:

- Operate office equipment such as fax machines, telephones, printers, copier machines, calculators and personal computer ~~s~~ terminals.
- Perform ~~arithmeti~~mathematical computations rapidly and accurately.
- Maintain difficult and complex financial or statistical data and records.
- Apply controls and procedures pertaining to maintenance of various sets of accounts.

- Establish and maintain an effective working relationship with supervisors, other employees, and the public.
- Convey information to the general public.
- Supervise others support staff.
- Lead the work of an assigned function ~~in order to~~ ensure that deadlines and standards for accuracy and detail are fully achieved.
- Interpret rules and regulations and effectively apply to assigned work.
- Communicate effectively in both verbal and written form.

## TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: high school graduation or equivalent and three (3) years of progressively responsible administrative support experience at a level equivalent to an Administrative Clerk.

## PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Require vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects. Lower body mobility may not be required.
- Perform work which is primarily sedentary
- Is subject to office environmental conditions.
- May be required to ~~work at a video display terminal for prolonged periods attend periodic evening meetings and/or travel within and out of City boundaries to attend meetings.~~
- May be required to work at a personal computer or other video display terminal for prolonged periods.