

SECRETARY

Definition:

Under general direction, performs responsible and confidential secretarial work for managers at the division head level; relieves the manager of a variety of office duties; performs a variety of specialized secretarial/clerical duties of above average difficulty and performs related work as required.

Essential Duties and Responsibilities:

The essential duties and responsibilities of the class include the following:

Operates a typewriter and/or personal computer, printer and applicable software to produce a variety of correspondence, memoranda, reports and other materials.

Compiles and types detailed reports and agenda items.

Maintains and revises office filing systems.

Reviews and checks documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations.

Composes correspondence and prepares other documents independently.

Provides information to City personnel and members of the general public, in person or by telephone, where judgment, knowledge and interpretation of departmental and City policies and regulations are necessary.

Receives complaints and exercises judgment in determining proper course of action.

Receives and screens telephone calls and visitors and refers same to appropriate staff.

Schedules appointments and coordinates meetings.

Performs a variety of specialized clerical duties and other tasks related to the function of the office or department to which assigned.

Collects and compiles statistical and financial data and other information for inclusion into special and periodic reports.

May take and/or transcribe dictation and/or meeting minutes.

Operates a variety of office equipment.

May train and direct clerical employees performing routine clerical work.

May assist in preparing departmental budget estimates and may make recommendations regarding changes in procedure and clerical appointments.

May assist in the maintenance of departmental personnel/payroll records.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

May lift and carry boxes of files and other items weighing 30 pounds or less.

May open, stamp and route mail and order office supplies.

Class Characteristics:

This is a multi-incumbent class and includes the clerical employee performing Planning Commission secretarial duties. Incumbents in this class normally report to a manager at the division head level. Incumbents are distinguished from the higher Administrative Secretary class and the lower Clerical Assistant class by the scope of assignments and delegated responsibilities.

Contacts and Relationships:

Substantial contact is made with the public, varied groups and their representatives regarding inquiries related to the department assigned. Other contact is established and maintained with other City departments and a variety of City staff.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

English usage, spelling, grammar and punctuation.

General office practices and procedures.

Business letter and report writing.

Business math.

Computer programs and word processing applications as they relate to area assigned.

Methods and practices of financial, statistical, office and general recordkeeping.

Filing and indexing methods.

Basic directional/training techniques.

Receptionist and telephone techniques.

Ability to:

Perform responsible secretarial and clerical work involving the use of independent judgment.

Learn, interpret and apply departmental policies, rules and regulations.

Compose correspondence independently.

Understand and carry out oral and written directions independently.

Communicate effectively orally and in writing.

Adhere to multiple deadlines and handle multiple projects.

Use good judgment and make sound decisions in accordance with established procedures and policies.

Prepare reports with accuracy and speed.

Meet the public with courtesy and tact.

Establish and maintain effective relationships with those contacted in the course of work.

Make accurate mathematical calculations.

Read and write at the level required for successful job performance.

Operate a personal computer and use applicable software programs.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

Three years of performing responsible secretarial/clerical duties to include frequent public contact.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time using a computer keyboard and screen. An incumbent stands, walks, and may twist, reach, bend, crouch and kneel. A Secretary may also grasp, push, pull, drag and lift boxes of files and other office items weighing 30 pounds or less. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirements:

Type at a net speed of 50 words per minute.

Must be able to work a flexible schedule to accommodate City needs.

Other:

For some positions, the ability to take manual or machine dictation at 80 words per minute and transcribe accurately is preferred or required.

Fair Labor Standards Act Designation: Non-exempt.

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