



May 2007  
FLSA: NON-EXEMPT

## **SECRETARY**

### **DEFINITION**

Under general supervision, provides varied office administrative, secretarial, and clerical support on behalf of designated supervisory, managerial, or administrative positions; answers incoming telephone calls and directs calls to proper staff; coordinates assigned projects, and services with other Town departments, divisions, and outside agencies; provides general information and assistance to the public; and performs other duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. May provide training and supervision to less experienced staff.

### **CLASS CHARACTERISTICS**

This is the first level within the administrative support series. The principal function of an employee in this class is to provide clerical and basic administrative support within an assigned Town department/division. Responsibilities may differ, depending upon the department/division to which assigned. Initially under close supervision, incumbents perform routine reception, office, and records management work that does not require previous specialized experience. As knowledge and experience are gained, the work becomes broader in scope; assignments are more varied and are performed under more general direction. This class is distinguished from Administrative Secretary in that the latter requires an advanced level of administrative support and an ability to oversee and lead the administrative support function within the assigned department.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public; enters/tracks public calls into appropriate computer databases; directs callers to appropriate Town staff via switchboard or dispatching using a two-way radio as necessary; assists public at front counter and directs public to appropriate locations/staff.
- Performs a wide variety of general clerical duties to support departmental/divisional operations; including filing, preparing payroll records, monthly reports, accounts payable, petty cash reimbursement, and ordering and maintaining office and other related supplies.

- Organizes and maintains various administrative, confidential, reference, imaging, and follow-up files; purges files as required.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Receives cash for designated items and reconciles cash drawer; issues receipts and refunds as necessary.
- Processes and provides information regarding contracts and insurance documents.
- Schedules and coordinates activities and operations of a Town facility or facilities, including arranging for appropriate staffing.
- Types, formats, and proofreads a wide variety of reports, letters, and memoranda; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggest corrections to drafts.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested.
- Receives, codes, logs, schedules, and distributes service requests and work orders.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and materials to remain current on principles, practices, and new developments in assigned work area.
- May coordinate special projects that vary depending on department to which assigned.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and function of public agencies, including the role of an elected Town Council and appointed boards and commissions.
- Applicable codes, regulations, policies, and technical processes and procedures related to the department to which assigned.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and Town staff, in person and over the telephone.

### **Ability to:**

- Perform responsible administrative and secretarial support work with accuracy, speed, and minimal supervision.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Take notes rapidly and accurately transcribe own notes.
- File materials alphabetically, chronologically, and numerically.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by training in secretarial skills or relevant computer software applications programs and two (2) year of varied clerical support experience involving some public contact.

**License:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.