



Position Description

SECRETARY

GENERAL PURPOSE

Performs a variety of routine and complex clerical, secretarial and administrative work in keeping official records, providing administrative support to assigned departmental or division staff, and assisting in the administration of the standard operating policies and procedures of the department or division.

DISTINGUISHING CHARACTERISTICS

This position is the advanced journey-level class in the City's clerical support job series. Positions at this level are distinguished from other positions within the clerical support series by the level of responsibility assumed and the complexity of duties assigned. Employees provide secretarial and office administrative services for a designated department or division and related supervisory or professional staff. A supervisor normally establishes general guidelines for action; however, day-to-day activities require frequent use of tact, discretion, initiative and independent judgment, particularly when dealing with a variety of City staff and representatives of other agencies and the public. This class is distinguished from Administrative Assistant in that the latter provides complex and confidential secretarial support and limited technical support to department head or division head.

SUPERVISION RECEIVED

Works under the general supervision of an assigned supervisor.

SUPERVISION EXERCISED

Generally none. May supervise other clerical support staff and/or, temporary or other employees on a project basis or as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Performs routine clerical and administrative work in answering phones, using radio communications, receiving the public, providing customer assistance, cashiering, data processing, and bookkeeping.

Answers in-coming calls and routes callers or provides information as required.

Initiates specified correspondence independently for signature by appropriate management, supervisory or professional staff; reviews finished product for completeness, accuracy, and format, compliance with policies and procedures and correct English usage.

Prepares drafts of written correspondence from notes, brief instructions or printed materials; uses word processing equipment and inputs or retrieves data or prepares documents using a computer.

Operates radios as needed and assists in radio communications; operates base radio as required. Operates listed office machines as required.

Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

Prepares and monitors work orders.

Receives, stamps and distributes incoming mail, processes outgoing mail.

Composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports.

Plans conferences and training sessions. Coordinates travel arrangements for staff.

Prepares records such as notices, minutes, and resolutions.

Establishes and maintains filing systems, control records and indexes using moderate independent judgment. May serve as custodian of departmental documents and records.

Maintains inventories and orders office supplies and materials; may maintain departmental personnel records. Assists in the procurement of department materials and supplies.

Schedules appointments, and performs other administrative and clerical duties.

Organizes own work, sets priorities and meets critical deadlines.

Performs related duties as assigned.

PERIPHERAL DUTIES

May perform cashier function including receipting of payments and various other payments, and posting monies to appropriate accounts.

May issue routine permits as authorized.

Operates a vehicle to carry out assigned duties.

R Attend seminars and workshops related to administrative duties and responsibilities.

May serve as a member of employee focus groups.

May represent the City at various meetings and functions.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, an Associate's Degree or Clerical Training Certification is highly desirable, and
- (B) Two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of: computers and electronic data processing; modern office practices and procedures including correct English usage; basic accounting or bookkeeping principles and practices; some knowledge of record keeping, report preparation and filing methods; and
- (B) Skill in: operation of listed tools and equipment; typing at net rate of 60 wpm from printed copy; organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction; and
- (C) Ability to: perform cashier function duties accurately; effectively meet and deal with the public; communicate effectively verbally and in writing; handle stressful situations; compose correspondence and documents independently or from brief instructions; use initiative and independent judgment within established guidelines

SPECIAL REQUIREMENTS

Possession of and maintenance of California Driver's License.

TOOLS AND EQUIPMENT USED

Phone switchboard; mainframe computer terminal; personal computer including word processing software; copy machine; postage machine; fax machine; base radio; calculator.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet, but can be moderately noisy depending on specific location.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Resolution Number: 2002-04

Revision History: