

ADMINISTRATIVE SECRETARY

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, to provide highly responsible, confidential and complex administrative, secretarial and clerical support to a department director and/or department; to relieve management staff of administrative work; to provide information and assistance to the public regarding departmental policies and procedures; to supervise clerical staff; and to perform related duties as assigned.

CLASS CHARACTERISTICS

Positions at this level require considerable knowledge of the department served and exercise considerable initiative in relieving the supervisor of administrative duties. Incumbents in this class exercise considerable discretion and independent judgment in performing and scheduling work and interpreting established procedures. This class is distinguished from the Senior Office Specialist class by its advanced administrative and secretarial functions in support of a department director or other management staff and by the supervision of clerical staff.

EXAMPLES OF DUTIES – *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Provides highly responsible, confidential and complex administrative, secretarial, and clerical support to assigned Department Director and other management staff; serves as liaison between the assigned office and other City staff and the general public; screens calls, visitors, and mail; answers questions and provides information to City staff and the public regarding City and departmental procedures and policies; follows up on sensitive customer complaints and inquiries; participates in administrative duties relating to the assigned office; researches, compiles, analyzes, and summarizes data for special projects; prepares various comprehensive reports; verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; assists in the preparation of the department budget; compiles budget requests and recommends expenditure requests for designated accounts; serves as the office manager for the assigned office; oversees office functions including supervising and scheduling personnel; assigns work activities; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems; recommends improvements in work flow, procedures, and use of equipment and forms; establishes and maintains a variety of files and records of information pertinent to the administration of the Department and specific programs; handles confidential and sensitive information regarding personnel and controversial matters; maintains department supplies and equipment; contacts vendors and orders supplies as necessary; maintains calendar of activities, meetings, and various events for assigned staff; coordinates travel arrangements; attends a

variety of meetings; prepares presentation materials for meetings; prepares and compiles agenda packets; takes and prepares minutes of official board, committee, or commission meetings; disseminates information as appropriate; takes and transcribes dictation from shorthand notes or recorded dictation; independently composes correspondence; operates a variety of office equipment including copiers, facsimile machine and computer; utilizes various computer applications and software packages; enters data, maintains, and generates reports from a database or network system; types, creates, proofreads, and edits a wide variety of reports, letters, memoranda, correspondence, and statistical charts using word processing software.

MINIMUM QUALIFICATIONS

Knowledge of:

- Modern office procedures, methods and equipment including computers and applicable software applications.
- Principles of supervision and training
- Research and analysis techniques.
- English usage, spelling, grammar, and punctuation.
- Principles and procedures of record keeping.
- Principles of business letter writing and basic report preparation.
- Practices used in minute taking and preparation.
- Basic principles and practices of budget preparation and administration.
- Methods and techniques of public relations and customer service.
- Methods and techniques of proper phone etiquette.
- Pertinent Federal, State, and local laws, codes, and regulations.
- Mathematical principles and applications.

Ability to:

- Perform responsible administrative and secretarial work involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Plan, organize, coordinate and supervise the work of others;
- Implement and maintain standard filing systems.
- Maintain and update accurate records and files.
- Interpret and apply administrative and departmental policies and procedures.
- Independently prepare correspondence and memoranda.
- Type at a speed necessary for successful job performance.
- Take and transcribe dictation at a speed necessary for successful job performance.
- Maintain confidentiality of work performed.
- Operate and use modern office equipment including computers and supporting word processing and spreadsheet applications.
- Research, compile, and summarize a variety of informational materials.
- Work independently in the absence of supervision.
- Work cooperatively with other departments, City officials, and outside agencies.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press or other agencies on sensitive issues in area of responsibility.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective relationships with those contacted in the course of work.

Experience and Training Guidelines

Experience: Four years of increasingly responsible administrative and secretarial experience including one year of supervisory or lead responsibility.

Training: Equivalent to the completion of the twelfth grade supplemented by specialized training in office procedures or a related field.

WORKING CONDITIONS

Environmental Conditions: Office environment; exposure to computer screens; extensive public contact.

Physical Conditions: Essential functions may require maintaining physical condition necessary for sitting and standing for prolonged periods of time; speaking and hearing to exchange information; visual acuity to read and interpret information.