

DESCRIPTION: Under general supervision, provides secretarial support and office support of a general nature to the immediate supervisor and other employees within an office or other work setting; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first full performance classification level of the Secretarial class series. Positions at this level provide general personal assistance and administrative support to an immediate supervisor and members of the associated work unit. Positions are assigned routine typing, receiving, scheduling, timekeeping, correspondence and filing management work. Knowledge and application of conventional and well-established office/administrative support procedures, processes, references, and guidelines are required. Work assignments and operational processes require judgment in appropriately selecting and applying these directives and making minor deviations to adapt them to the assignments. Typically, work contacts at this level are within the assigned work unit and immediate organization of the employing agency, where the purposes and discussions are clear and well established.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Types narrative, numerical, and/or statistical information from rough draft and/or revised typed draft, documents, or voice recordings to facilitate the processing or documenting of information.

Greets visitors, and answers and/or makes telephone calls to determine the nature of the callers' request and to refer them to the appropriate agency employee or to request/exchange needed information pertinent to office administration matters of the work unit or agency.

Reviews and sends hard copy and electronic mail, form letters, and material relying on established correspondence guidelines and/or staff instructions to determine the nature of the request for information pertinent to work unit or agency procedures, programs, and priorities.

Schedules and arranges times, locations, and participants for meetings and conferences for the employees of the work unit to ensure that pending appointments/commitments are kept.

Operates office equipment such as personal computers, typewriters, reproduction and scanning equipment, multi-sorters, collators, calculators, microfilm readers/cameras, facsimile machines, posting and mailing machines, multi-line telephone systems, and associated software.

Takes and transcribes minutes and dictation from work unit employees to facilitate the processing of correspondence and/or to ensure that information and topics discussed at meetings are recorded.

Searches for and compiles material from manual and electronic files and documents to meet the information needs of work unit employees.

Orders office supplies, equipment, and/or publications to maintain the office inventory and to obtain information for work unit employees.

Checks and codes and/or indexes applications, records, reports, or other information to facilitate the identification of these materials, the processing and/or filing/retrieval of the information/materials, and/or the control of inventory.

Categorizes and files/retrieves correspondence, records, reports, and other items within manual and electronic files arranged in alphabetical, numerical, chronological, subject matter, and/or random access order to ensure uniform storage of and ready access to information.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the formats used in automated software and written, electronic, and wireless business communications; English grammar, spelling, punctuation, and composition for purposes of recognizing and correcting errors in correspondence and reports; the procedures of manual and electronic file maintenance, record keeping, mail distribution, and communication; the organization and functions of the work unit to which assigned; the procedures, activities, and priorities of the assigned work unit and employees; support functions and specialized terminology associated with assigned work.

Ability to: communicate in person, and by telephone, computer, email, and correspondence with agency employees, government officials, and the public to exchange information; understand and apply instructions; interact with employees, public officials, and the public to establish work relationships; code, sort, file, and retrieve records and other items using an established manual or electronic filing/categorizing systems; make notes and notations; transcribe dictation into a final product; operate a multi-line telephone; arrange travel or conference plans, and meeting locations, schedules, and appointments; prepare, proofread, and detect errors in information obtained from agency employees and manual and electronic office files, and web or internet sources.

Skill in: typing at a rate of 40 words a minute (net); data entry at a rate of 5,000 keystrokes per hour.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance).

Coursework/training in office/business functions or secretarial support methods/procedures.

OR

Experience in performing office/clerical or secretarial support functions, involving use of typing, dictating, word processing, equipment, and use of web applications.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).