

DESCRIPTION: Under limited supervision, provides secretarial and administrative support of a general or specialized nature (such as legal, medical, personnel, financial, procurement activities) to relieve, assist, and/or represent the immediate supervisor in specified support matters; 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 second full performance classification level of the Secretarial class series. Positions at this level provide general or specialized personal assistance and administrative support to an immediate supervisor and members of the associated work unit. These positions require more initiative, independence, and discretion in establishing priorities and deadlines and implementing work assignments and in handling support problems and deviations from established directives, then expected of Secretary I positions. Knowledge is required of a body of standardized policies and procedures, and both the administrative and organizational support needs of the assigned work unit, the functional area, and the employing agency. Typically, work contacts involve agency-wide employees and individuals outside the 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.)

Disseminates information in person, and by telephone, email, or correspondence pertinent to the activities of the immediate supervisor to provide requested responses and data to written inquiries, visitors, agency employees, and others.

Creates and modifies manual and electronic filing and record keeping systems pertinent to the work of the immediate supervisor to ensure availability of necessary information and confidentiality of the material.

Records, enters, and/or posts information on forms or tables, or in work registers, ledgers, journals, logbooks, spreadsheets, or databases to maintain a record of the activities or transactions of the immediate supervisor or work unit and/or to facilitate the processing of the information.

Types, enters, and scans narrative, numerical, and/or statistical information from rough draft and/or revised typed draft, documents, electronic communications, 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 supervisory instructions to determine the nature of the request for information pertinent to immediate supervisor's work unit procedures, operations, and priorities.

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

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Arranges meetings, conferences, and travel plans for the immediate supervisor to ensure the appropriate selection of time, location, agenda, and attendance list, and prepare transportation and lodging reservations and travel vouchers.

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.

Searches for, compiles, and summarizes material from manual and electronic files, documents, electronic communications, and non-agency sources to meet the information needs of immediate supervisor and work unit employees.

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

Checks, codes/indexes, and files/retrieves correspondence, records, reports, applications, and other information using manual and electronic files/databases arranged in alphabetical, numerical, chronological, subject matter, and/or random access order to facilitate the identification, processing, and/or filing/retrieval of these materials, and/or the control of databases or similar archives.

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

Knowledge of: the procedures for justifying, authorizing, securing, and controlling office support services such as printing and supply services; the formats used in automated software and written, electronic, or wireless business communications; 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, and mail distribution; 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 unit.

Ability to: understand and apply administrative support policies and guidelines; locate relevant and summarize information from manual and electronic files and documents; adapt or improve an established manual and electronic filing system; 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 the immediate supervisor, employees, public officials, and the public to establish working relationships; determine scope and priority of personal work assignments; code, sort, file, and retrieve records and other items using established manual or electronic filing/categorizing system; transcribe dictation into a final product; arrange travel, conference plans, meeting locations, schedules, and appointments; prepare, proofread and correct errors in information and documents 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).

Experience in performing office/clerical or secretarial support functions, using personal computers and associated office software such as word processing and spreadsheets.

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).