

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 support and other specified administrative matters. Coordinates office and administrative support activities of others as needed; 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 third full performance classification level of the Secretarial class series. Positions at this level provide more varied and complex personal assistance focused primarily on the immediate supervisor's needs. The immediate supervisor is typically a mid level manager or professional with either administrative or program responsibilities. These positions independently identify, plan, and perform their assignments. Thorough knowledge of and judgment in applying agency and unit policies, commitments, priorities, and procedures is required. Assignments require a more comprehensive awareness of both the employing agency operations and the activities and needs of the immediate supervisor and other agency work units. These assignments frequently require understanding of processes and terminology outside the office support field. These positions have frequent access to confidential and highly sensitive/controversial information relative to operational plans and actions of both the work unit and employing agency and have the authority to convey such information. Work contacts with individuals outside the employing agency frequently involve purposes and discussions not generally clear or well established. Assigns and reviews work to other office/administrative support employees, as needed.

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.)

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

Compiles, summarizes, and retains administrative information (such as financial, personnel, or procurement data) to assist the immediate supervisor in the preparation of associated plans and requests for the assigned work unit.

Formulates and recommends plans and alternative courses of action to assist the immediate supervisor in coordinating support needed by operational activities inside and outside the agency.

Writes correspondence and administrative reports and/or records, relying on agency and non-agency source material, to respond to requests for information about the work unit, to provide data to the immediate supervisor, and to communicate the activities, views, and commitments of the supervisor.

Searches for, compiles, extracts, and summarizes information from internal and external manual and electronic files and documents and sources to meet the needs of the supervisor; maintains databases and other resources pertinent to the operations of the assigned work unit.

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Represents the supervisor at meetings and conferences to convey the supervisor's position on given issues, record minutes, and to prepare a written record of the proceedings.

Disseminates information (such as newsletters, permits, public notices) in person, and by telephone, email, or correspondence pertinent to the activities of the supervisor to provide data and responses to written requests, visitors, agency employees, and others; intakes, logs, assigns, and tracks inquiries and complaints received.

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

Records and/or posts information on forms or tables, or in work registers, ledgers, journals, or logbooks 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, statistical, and graphic information from rough and/or revised typed drafts, electronic 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 procedures, functions, programs, and priorities.

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.

Checks, codes/indexes, and files/retrieves correspondence, records, reports, applications, and other information within manual and electronic files/databases to facilitate the identification, processing, and/or filing/retrieval of these materials, and/or the control of databases or similar archives.

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

Schedules and coordinates the work activities for other office/clerical support and/or other co-workers to facilitate the adherence to and accomplishment of established work objectives.

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

Knowledge of: the activities, views, priorities, and commitments of the immediate supervisor; and the assigned work unit and employees; the procedures for justifying, authorizing, securing, and controlling office support services such as central and employing agency printing and supply services and contracted services; the format and presentation options used in automated software and written, electronic, and wireless business communications; grammar, spelling, punctuation, and composition for general business and specialized purposes; the procedures of manual and electronic file maintenance, record keeping, and mail distribution; the organization and functions of the assigned work unit; specialized processes and terminology associated with assigned work.

Ability to: understand, adapt, and apply administrative/secretarial support policies, guidelines, practices, procedures, and filing/database systems to current and new situations; evaluate and recommend new office procedures and priorities; inform employees or others about the supervisor's views on current issues/situations; instruct and guide other office/clerical or secretarial support workers on record keeping, correspondence, and communication procedures; locate and summarize relevant information from manual and electronic files and documents; communicate in person, and by telephone, computer, email, and correspondence with agency employees, public officials, and the public to exchange information; interact with the immediate supervisor, agency 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; prepare, proofread, and correct errors in information, documents, and reports obtained from agency employees, manual and electronic office files, web/internet and other sources; arrange travel or conference plans, meeting locations, schedules and appointments.

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 secretarial support work, involving the use of personal computers, office equipment, and associated software such as word processing, spreadsheet, data management, graphic/presentation, and web/internet 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)