

SECRETARY

DISTINGUISHING FEATURES OF THE CLASS:

This position provides secretarial support functions to a group of professional staff or to an administrator. The position is found in a variety of offices and departments. This position would utilize general secretarial skills to perform the following duties: word processing, tracking departmental budgets, reception, managing administrative accounts, file management, distributing office supplies and meeting scheduling and minute taking. The position requires incumbent to work with discretion in the processing of confidential information (not necessarily related to clients). This position differs from positions in the Program Assistant series, which involve duties which focus on internal procedures and guidelines and primarily function as a part of a program or service. Positions in the Office Assistant series and Secretary title provide secretarial support to an individual or group of individuals to support the services they are providing. Office Assistant duties focus on keyboarding, reception, and filing responsibilities, often working as part of a support group. The position of Administrative Assistant differs from this position because of its responsibility for providing a wide range of support functions independently to a high level administrator, dean or department head managing a variety of multi-structural units or functions. Work is performed under direct supervision when incumbents are new to the position, with supervision decreasing as job familiarity increases. This position may direct the work of aides, interns, temporary employees and other lower level employees.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Performs word processing functions to produce a variety of documents, correspondence, reports, etc.;
2. Proofs and corrects draft and typed material for grammar, punctuation, spelling, format and appearance;
3. Takes dictation and transcribes for administrator, witnesses, etc.;
4. Opens and sorts mail and drafts responses to routine requests;
5. Creates and updates mailing lists, committee member lists, agency lists, etc., to be used for referrals, contacts and for bulk mailings;
6. Schedules meetings, including contacting participants, arranging for room, supplies and pulling background information;
7. Takes minutes, summarizes meetings, submits to chairperson for approval and distributes to committee members;
8. Sets up and modifies office filing system and oversees purging of files within prescribed procedures;
9. Based on past expenses and projected needs, provides input to supervisor on office budget;
10. Establishes and maintains various activity logs and may collect and compile activity totals for supervisor;
11. Maintains inventory, orders supplies and monitors usage of office expendables;
12. Inputs information into computer and retrieves in a variety of formats using data base and spreadsheet software;
13. Acts as receptionist for supervisor and/or unit by providing basic information, screening callers and referring to appropriate person or agency as necessary;
14. Schedules appointments for supervisor, checks and verifies availability and maintains supervisor's calendar;

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TYPICAL WORK ACTIVITIES: (Cont'd)

15. Processes vouchers, purchase orders and makes travel arrangements;
16. Keeps track of benefit time for staff, enters payroll data, and maintains personnel files;
17. Reads, clips, and files newspaper articles pertaining to office activities;
18. Maintains and updates office policy manuals, subscriptions, resource files and library.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of software packages for word processing to produce a wide variety of documents and for spreadsheets and data base management to track information;

Knowledge of composition, grammar, spelling, punctuation and required formats necessary to develop correspondence and reports or correct such errors in the correspondence and reports of others;

Knowledge of office practices necessary to obtain full range of office support services such as printing, maintenance and supply services efficiently and cost-effectively;

Knowledge of computational skills for budget tracking, purchasing supplies and inventory control;

Skill in operating office equipment to produce work accurately and efficiently;

Ability to organize, distribute and supervise work flow;

Ability to take minutes and prepare summary notes;

Ability to learn and understand departmental functions to directly assist the administration (supervisor) by screening calls and giving information, explaining policies and services, and making referrals to other staff;

Ability to communicate both orally and in writing with a variety of people to provide and elicit information about administrative functions;

Ability to organize, maintain and extrapolate information from records;

Ability to operate a wide variety of office equipment including telephone consoles, computers, copiers and fax machines;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Completion of two years (60 standard credit hours) from a regionally accredited or New York State registered college or business or secretarial school with a major in business or secretarial science and one year of full-time secretarial or business work experience which involved public contact, word processing and utilizing spreadsheets;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and three years of full-time secretarial or business work experience which involved public contact, word processing and utilizing spreadsheets;
- OR: (C) An equivalent combination of the training and experience as defined by the limits of (A) and (B) above.

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ADOPTED: 07/03/99

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