

## SECRETARY (RRA)

### DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for the accurate performance of a wide variety of routine but increasingly difficult typing and clerical duties. The work is performed under direct supervision when employee is new to the position, with supervision decreasing as job familiarity increases.

### TYPICAL WORK ACTIVITIES:

1. Receives visitors and telephone inquiries, directs callers to proper personnel and provides information in response to routine questions;
2. Transcribes from a dictaphone;
3. Types from detailed instructions/data personally developed;
4. Types confidential, official or legal materials or documents;
5. Opens, records and distributes incoming mail and prepares outgoing mail;
6. Files correspondence and reports in accordance with the updated filing system;
7. Utilizes word processing equipment;
8. May take and summarize notes of meetings;
9. May schedule appointments;
10. Operates fax and copy machines or other simple office machines;
11. Does related work as required.

### FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and equipment; good knowledge of business English and arithmetic; ability to type not less than 45 words per minute; ability to maintain neat and legible records; ability to maintain satisfactory working relationships with others, including the public; ability to communicate effectively, both orally and in writing; ability to learn, understand and follow specific laws, rules and regulations pertinent to the activities of the Agency; ability to understand and follow oral and written directions; ability to perform arithmetic operations accurately and quickly; patience; tact and courtesy; physical condition commensurate with the demands of the position.

### MINIMUM QUALIFICATIONS: (RECOMMENDED ONLY)

Graduation from high school or possession of a high school equivalency diploma PLUS:

- EITHER:       (A)     Completion of one (1) year (30 credits) of college or business or secretarial school;
- OR:             (B)     Two (2) years of full-time clerical experience;
- OR:             (C)     An equivalent combination of training and experience as indicated in (A) and (B) above.

CL6405

ADOPTED:    05/11/93