



SECRETARY I/II

DEFINITION

Under direct or general supervision, learns and performs a variety of office administrative, secretarial, and office support duties, requiring thorough knowledge of the assigned department, division, or program, its procedures, and operational details; provides administrative support to various departmental staff; composes and prepares correspondence using judgment in content and style; performs skilled word processing, data entry and organization, telephone and counter reception, processing of invoices, recordkeeping, statistical and technical report preparation, and filing; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Exercises no direct supervision over staff.

Secretary I: Receives direct supervision from assigned supervisory or management personnel.

Secretary II: Receives general supervision from assigned supervisory or management personnel.

DISTINGUISHING CHARACTERISTICS

Secretary I: This is the entry-level classification in the Administrative Assistant series. Initially under close supervision, incumbents with basic experience learn City systems, operations, practices, and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Assignments may vary with the skill and training of the incumbent. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods.

Secretary II: This is the journey-level classification in the Administrative Assistant series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed upon completion and for overall results. This class is distinguished from the Office Assistant in that the latter is the performs a more limited spectrum of clerical support.

Positions in the Administrative Assistant series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Some duties may be performed by positions at the entry (I) level in a learning capacity:

- Attends to a variety of administrative details, such as keeping informed of departmental activities, transmitting information, developing and maintaining department website, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchases and maintenance, attending meetings, and serving on various task forces and committees.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate District staff; assists the public and directs the public to appropriate locations/staff.
- Organizes, coordinates, maintains, and updates departmental record systems, including database software; enters and updates information with departmental activity, files, and report summaries; prepares documents for imaging; organizes and maintains various administrative, reference, imaging, and follow-up files; periodically reviews and purges files in accordance with the records retention policy.
- Prepares, processes, and tracks purchase requisitions for services and materials; enters purchase information into computer system; ensures issuance of purchase order; coordinates delivery of services and materials; receives vendor invoices.
- Checks and tabulates standard arithmetic or statistical data; summarizes and compiles such information and prepares periodic numerical reports.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, letters, and memoranda, including agenda items; types from rough drafts or verbal instructions; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Maintains calendars of activities, meetings, and various events; arranges meetings and makes appointments; provides staff support to committees such as preparing agendas, materials, and minutes.
- Receives, codes, logs, schedules, and distributes service requests and work orders.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Assists with special projects that vary depending on department to which assigned.
- Assists lower-level and new staff as required.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Some knowledge and abilities may be demonstrated by positions at the entry (I) level in a learning capacity:

Knowledge of:

- Organization and functions of the City, including the role of an elected City Council.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Applicable Federal and State laws; City, department, and division regulations, codes, policies, and procedures.
- Recordkeeping principles and procedures.

- Business letter writing and report preparation.
- Basic arithmetic and statistical techniques.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Maintain accurate records.
- File materials alphabetically, chronologically, and numerically.
- Make accurate arithmetic, financial, and statistical computations.
- Compose correspondence and reports independently or from brief instructions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain attention to detail and accuracy.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from the twelfth (12th) grade, preferably supplemented by specialized course work in typing, bookkeeping, or related office function(s).

Secretary I: One (1) year of experience performing office support duties using modern office practices, procedures, and equipment.

Secretary II: Three (3) years of progressively responsible experience performing office support activities using modern office practices, procedures, and equipment.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by the time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.