

SECRETARY

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for independently performing complex clerical operations and for relieving the head of a department or major division of administrative details by arranging conferences, and relieving the official of contacts which should properly be made with subordinate officials. The work calls for the frequent exercise of independent judgement in giving out information regarding departmental policies and practices, and in planning the routine of the office. The correspondence duties of these employees are distinguished by the fact that most letters and releases of a routine recurring nature are composed personally. Employees in this class work under general supervision, receiving detailed instructions only where policies have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. Employees in this class may exercise immediate supervision over the work of clerical assistants. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists in maintaining contacts with units under an administrative official's supervision, screening material submitted by staff members for compliance with procedures and policies before forwarding it to superior for action or decision, scheduling appointments, answering a variety of inquiries by telephone, e-mail and in person, and by preparing answers to correspondence for the superior's signature;

Collects information to be used as a basis for reports and memoranda, and prepares summaries and reports of various phases of the agency's program;

Maintains personal files for superior, and directs the operation of the files system of the agency both manual and computerized;

Receives and reads all mail addressed to superior, personally answering many letters and attaching background material to that referred to superior for action;

Keeps complex records of activities of the agency;

Types correspondence, memorandum and reports and other documents using a personal computer;

Uses computer applications such as word processing, spreadsheets, email, calendar and database software in performing work assignments;

Operates standard office equipment including but not limited to calculators, fax machines, copy machines, or computer terminals and printers;

Participates in other administrative functions such as interviewing personnel, processing personnel and payroll records and departmental budget preparation and control;

Assigns work, furnishes guidance while work is in progress and reviews finished work on completion;

Maintains office discipline and output;

Trains new employees.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment;
Thorough knowledge of business arithmetic and English;
Good knowledge of the organization and functions of the agency to which assigned;
Ability to handle routine administrative details independently, including the composition of letters and memoranda;
Ability to plan and supervise the work of others;
Ability to understand and carry out complex oral and written instructions;
Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
Ability to operate an alphanumeric keyboard such as a personal computer at an acceptable rate of speed;
Ability to operate a personal computer and utilize common office software programs;
Ability to perform close, detail work involving considerable visual effort and strain;
Confidentiality;
Good judgment;

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in office technologies, office administration or administrative assistant or closely related field and two years of typing and clerical experience in an office setting which included typing using a personal computer or other alphanumeric keyboard as a primary function of the job; OR
- B) Four years of typing and clerical experience in an office setting which included typing using a personal computer or other alphanumeric keyboard as a primary function of the job; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.