



## Secretary

### Administrative Services Division

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**ACCOUNTABILITIES:** To provide effective and efficient secretarial and office management support to assigned divisional areas. To relieve the managers of routine and non-routine tasks. Information coordination via phone and written material; maintenance of confidential recordkeeping systems; secretarial/clerical services; maintenance of supplies; requisitions for repairs.

**ESSENTIAL DUTIES:**

Designs and manages an effective office management support system. Performs complex secretarial duties; manually takes minutes or utilizes DANA and a tape recorder as backup; using word processing equipment and Microsoft Office programs to produces a variety of complex and confidential materials from rough written copy, oral instructions and/or dictation. Composes letters, responds to routine correspondence and inquiries independently; types correspondence, forms, policies, reports or other material, including material of a technical or confidential nature. Proofs copy and makes corrections. Relieves managers of routine and non-routine administrative duties. Maintains appointment schedules. Exercises discretion, confidentiality and common sense when dealing with clients and general public.

Works on special assignments and projects including researching and analyzing materials, information and programs to aid managers and other staff in decision-making. Collects and presents data and information for various statistical and/or other reports. Prepares materials for trainings, seminars and presentations to aid managers.

Answers and screens phone calls and visitors. Answers complaint calls, takes detailed messages and forwards to appropriate staff. Answers questions and obtains information for staff or external contacts. Communicates decisions, assignments and directives to appropriate staff.

Develops, organizes and maintains complex filing systems for managers' correspondence, projects, cases and other department data. Processes mass mailings as directed. Monitors stock of supplies and forms and orders more, as needed.

Makes arrangements for meetings and conferences, including scheduling meeting rooms, preparing agendas, notifying participants, taking, transcribing and distributing minutes, ordering meals/refreshments, making travel/lodging arrangements, etc.

Date stamps and disperses interoffice and U.S. mail. Operates copy equipment and fax machines. Prepares purchase orders and maintenance service requisitions.

**NON-ESSENTIAL DUTIES:** Performs other duties as assigned by supervisor. Acts as back-up to other agency secretarial and clerical staff.

**ESSENTIAL BEHAVIORS:** Ability to exercise common sense and discretion when dealing with others. Ability to maintain high level of confidentiality, provide organization to office, maintain pleasant demeanor and courtesy to all clients, staff and the general public. Ability to communicate clearly and effectively. Work well under pressure and independently, possess decision making skills and the ability to use good judgment and react appropriately in an emergency situation. Adaptability to changing and/or crisis situations. Knowledge of agency operations, policies and procedures.

**MINIMUM QUALIFICATIONS:** High school diploma or equivalent required. Associate degree in Office Management preferred. Demonstrated ability to type 60 WPM required. Two (2) years secretarial experience and two (2) years word processing experience required. Demonstrated ability to operate PC/word processing equipment and software, i.e. MS Word and Excel. Experience with PowerPoint and SACWIS preferred. Ability to operate office machines, such as copiers and fax machines. Demonstrated competency in spelling, grammar and attention to detail required. Knowledge of office management/organization. Ability to work effectively in a multi-cultural work environment required.