

SECRETARY

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for independently performing complex clerical operations and administrative support tasks for a unit. Incumbents spend a substantial amount of time operating a personal computer and the rest of the time on routine administrative tasks to ensure the efficient workflow of the office. The work also involves responsibility for the entry and retrieval of information using software on a computer and using a computer to produce printed material such as letters, memoranda and forms. Incumbents work under general supervision receiving detailed instructions only where policies have not been determined. Does related work as required.

TYPICAL WORK ACTIVITIES:

Prepares correspondence, documents, records and other written material in final or

draft form using computer software from handwritten, rough drafts, marked copy,

oral recordings or data from various equipment as the source material;

Transcribes correspondence from dictation equipment;

Composes and prepares correspondence on matters where policies and procedures are

well defined;

Maintains and updates database/spreadsheet records on a personal computer;

Screens callers or visitors to determine the nature of the inquiry and refers to

appropriate party or office and answers inquiries as appropriate;

Schedules conferences, meetings and makes travel arrangements;

Establishes and maintains confidential and general office files;

Explains established program policies and procedures to the general public/clients and

obtains routine information for program purposes;

Receives, sorts and distributes incoming mail;

Checks, codes and processes requisitions, claims and bills and may collect fees;

Prepares and maintains financial, statistical and personnel records;

Monitors and tracks status of program activities;

Orders supplies and materials;

Collects and gathers information to be used as a basis for reports and memoranda and prepares summaries;

Transmits instructions from supervisor to staff and follows up to ensure deadlines are met;

Answers telephone and gives out information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern office terminology, procedures, equipment and business English;

Good knowledge of the organization, functions, laws, policies and regulations, and terminology of the agency to which assigned;

Ability to handle routine administrative details independently;

Ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of speed;

Ability to prepare and maintain program records and routine reports;

Ability to communicate effectively both orally and in writing;

Ability to establish and maintain effective working relationships with others;

Ability to organize and maintain office files;

Ability to collect information from various sources for program operations;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in secretarial science or a related field; or
- (b) Graduation from high school or possession of a high school equivalency diploma and two (2) years of secretarial or clerical experience in administrative office support which involved using a personal computer; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).