

ADMINISTRATIVE SECRETARY*

DISTINGUISHING FEATURES OF THE CLASS: This position entails providing administrative support to a department head, including managing administrative tasks and addressing operational issues. The secretarial role involves a high level of autonomy in decision making, considering the nature of decisions made and the level of public interaction. The work is performed under the general supervision of and in collaboration with a department head, and work guidance (e.g., lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Manages phone calls, welcomes visitors and sets office priorities;
Makes decisions, manages appointments and schedules and oversees daily office operations;
Handles confidential administrative tasks, including managing personnel data, processing evaluative reports and disciplinary proceedings and other sensitive information, etc.;
Engages in administrative duties, such as handling personnel and payroll transactions, and managing budgets, grants, contracts, billing and other financial responsibilities;
Executes essential secretarial tasks requiring knowledge of program policies and procedures;
Responds to incoming correspondence and creates written documents, including letters, memos, meeting minutes and materials for hearings and conferences;
Manages file maintenance, including confidential and regular files;
Compiles and organizes reports using both statistical and narrative information;
Provides comprehensive responses to complex inquiries regarding office operations and department-wide matters;
Facilitates the coordination of work tasks and provides support in performing administrative responsibilities;
Uses computer applications or other automated systems such as spreadsheets, word processing, email, database software, etc. in the performance of work assignments;
May coordinate the compilation of basic data.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge in proper English usage and grammar; thorough knowledge of office procedures and terminology; thorough knowledge of clerical practices; good knowledge of the principles and practices of office management; ability to type at a rate of speed satisfactory to the appointing authority**; ability to record dictation at a rate of speed satisfactory to the appointing authority, if required**; ability to prepare correspondence and reports from general instructions; ability to communicate effectively, both orally and in writing; ability to understand and carry out complex oral and written instructions; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and either:

1. Five (5) years of office clerical or business experience, at least two (2) years of which involved non-routine*** and/or supervisory duties; or
2. An Associate's degree in Business Administration or comparable curriculum and three (3) years of office clerical or business experience, at least two (2) years of which involved non-routine*** and/or supervisory duties; or

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3. A Bachelor's degree or higher in Business Administration or comparable curriculum and one (1) year of office clerical or business experience which involved non-routine*** and/or supervisory duties.

PROMOTION: One (1) year of permanent status as a Secretarial Assistant I, Secretarial Assistant II, Secretary II, Principal Clerk, Principal Clerk-Typist or Principal Clerk-Stenographer or any of these titles with a parenthetical language designation (e.g., Spanish-Speaking, French/Creole-Speaking, Yiddish-Speaking, etc.).

*Positions titled Administrative Secretary I have been re-titled to Administrative Secretary.

**To be demonstrated during the probationary period.

***Non-routine duties are tasks or activities that do not follow a predictable or repetitive pattern and often require unique problem-solving skills, creativity and adaptability. It is unlike routine work, which involves activities that are well-defined, structured and can be performed using established procedures or guidelines.