

SECRETARIAL ASSISTANT I (INFORMATION PROCESSING)

DISTINGUISHING FEATURES OF THE CLASS: This is responsible secretarial and information processing work. The secretarial duties, which distinguish this third level in the clerical line, involve the use of independent judgment in the handling of non-routine situations and data and in the determination of priorities to assist one or more administrators. The work is distinguished from Secretarial Assistant I in that incumbent is required to perform a variety of information processing activities involving the utilization and manipulation of word processing and data base software to prepare custom reports, as well as letters, memoranda and tabular listings. Typing while required may not denote the significant character of the job. Work direction may be given to lower level clerical employees. Does related clerical and other work as required.

TYPICAL WORK ACTIVITIES:

Screens telephone calls and visitors, defuses callers who may be upset and answers questions related to the activities of the office;
Establishes priorities for submission to administrator(s);
Handles non-routine situations, schedules appointments and relieves administrator(s) of the day-to-day operation of the office;
Uses a computer to create spreadsheet-type files wherein data will be entered, manipulated and merged to word processing files to generate letters, envelopes, reports, etc.;
Sends and receives e-mail and accesses the Internet;
Prepares letters, memoranda and reports having been given ideas or rough notes (with many additions, deletions and notations), and when necessary, will gather additional data from other supervisory personnel;
Edits and formats correspondence, memoranda and reports prepared by others;
Responds to routine correspondence;
Follows up by letter or telephone to determine if work performed by department personnel is satisfactory;
Maintains confidential and/or regular office records;
Opens, date stamps, reads and routes mail to appropriate parties;
Operates a variety of office machines, such as photocopier, calculator, computer, fax, dictating equipment, etc.
May review accounts, reports, etc. for completeness, accuracy and conformity with established procedures;
May coordinate work activities and assist with routine administrative or technical functions;
May schedule personnel, give work direction and arrange for substitute personnel.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of correct English grammar, punctuation and usage; good knowledge of office practices, procedures and equipment; good knowledge of information and data base software packages*; good knowledge of business arithmetic; ability to type at a rate of forty (40) words per minute*; ability to prepare correspondence and reports from general instructions; ability to understand and carry out difficult oral and written instructions; ability to function in unstructured situations; ability to establish successful relations and communications with others; ability to communicate both orally and in writing; ability to exercise tact, discretion and judgment; ability to format letters, memoranda, reports, charts and tabular listings*; ability to query the computer system to manipulate data and generate custom reports*.

(over)

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of office clerical or business experience, at least one (1) year of which involved supervisory and/or non-routine duties and one (1) year of which required full time operation of information processing equipment and the use of word processing and data base applications in the performance of those duties.

NOTES:

- 1) Additional qualifying experience or any academic, technical or vocational training may be substituted for schooling on a year-for-year basis.
- 2) Post high school education may be substituted for up to two (2) years of the required general experience on a one-for-one basis for business or secretarial curriculum and on a two-for-one basis for any other curriculum.

*To be demonstrated during the probationary term.