

SECRETARIAL ASSISTANT II

DISTINGUISHING FEATURES OF THE CLASS: This is a third-level title in the clerical line responsible for secretarial tasks and clerical processing responsibilities. The secretarial responsibilities require the ability to independently assess and manage non-routine situations and information, as well as prioritize tasks effectively to support an administrator* in their decision-making process. While stenography and typing are required, they may not reflect the primary responsibilities of the job. The work is performed under the general supervision of a higher-level administrator and work guidance (e.g., lead work) may be given to lower-level clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Handles incoming calls and visitors while prioritizing requests for submission to administrator;
Exercises decision-making in addressing non-routine situations and data, alleviating the administrator of routine office tasks;
Takes dictation and types from shorthand notes, copy, rough notes, dictating equipment, etc.;;
Organizes and arranges meetings, conferences and appointments while gathering and coordinating the necessary background materials;
Answers routine correspondence and composes letters for official signature;
Maintains confidential and regular office records;
Prepares and/or coordinates a variety of reports and statistical data;
Answers moderately difficult questions related to the activities of the office;
Coordinates work activities and assists with routine administrative or technical functions;
Schedules personnel and coordinates substitute coverage;
Reviews accounts, reports and other documents for completeness, accuracy and conformity with established procedures;
Operates standard office machines and utilizes various computer programs and applications for the completion of work assignments.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of English grammar, usage, punctuation and spelling; good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic; ability to provide work guidance to others; ability to type accurately and at a rate of speed satisfactory to the appointing authority**; ability and to record dictation at a rate of speed satisfactory to the appointing authority**; ability to prepare correspondence and reports; ability to understand and carry out difficult oral and written instructions; ability to establish and maintain cooperative relations with others; ability to use computer programs and applications**.

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) of which involved supervisory and/or non-routine*** duties.

NOTES:

1. Additional qualifying experience or any academic, technical or vocational training may be substituted for graduation from high school or possession of an equivalency diploma on a year-for-year basis.
2. An Associate's degree may be substituted for two (2) years of the required general experience.
3. A Bachelor's degree or higher may be deemed fully qualifying.

PROMOTION: One (1) year of permanent status as Senior Clerk-Stenographer or Secretary I.

*An administrator is someone who is responsible for the direction and control of an organization or organizational unit. In addition to the supervision of work groups, an administrator is involved in planning, resource allocation, program evaluation and policy formulation.

**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.