

SECRETARY I (SPANISH-SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is a second-level title in the clerical line responsible for performing secretarial tasks and clerical processing work in accordance with established policies and procedures. 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. The clerical duties encompass ordering, documentation and processing of office paperwork, which involves exercising judgment, organizing work schedules and assessing submitted data for adherence to established standards. While stenography and typing are required, they may not reflect the primary responsibilities of the job. This title is distinguished from that of a Secretary I in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in Spanish at the fluency level indicated below in the Notes. The work is performed under the general supervision of an administrator and work guidance (e.g., lead work) may be given to lower-level clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Manages incoming calls and visitors, addresses moderately complex questions, schedules appointments and prioritizes tasks for submission to an administrator;
Makes decisions in handling basic, non-routine situations and data;
Takes dictation and types from shorthand notes, copy, rough notes, etc.;
Prepares reports using statistical and narrative information;
Composes routine responses to letters requesting information;
Maintains and updates database/spreadsheet records;
Establishes and maintains confidential and general office files;
Prepares and maintains financial, statistical and personnel records;
Orders, records, integrates and processes reported data requiring knowledge of moderately difficult procedures;
Communicates instructions from supervisor to staff and follows up to ensure deadlines are met;
Checks, codes and processes requisitions, claims and bills;
Operates standard office machines and utilizes various computer programs and applications for the completion of work assignments;
May make entries in accounts, create summaries, and prepare and make bank deposits;
May receive, sort and distribute incoming mail.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good 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 to record dictation at a rate of speed satisfactory to the appointing authority**; ability to design and maintain filing systems; ability to communicate effectively, both orally and in writing; ability to understand and carry out moderately difficult oral and written instructions; ability to establish and maintain cooperative relations with others; ability to perform clerical operations; ability to use computer programs and applications**.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and two (2) years of office clerical or business experience.

(over)

NOTES:

1. Additional qualifying experience or any academic, technical or vocational training may be substituted for schooling on a year-for-year basis.
2. An Associate's degree or higher may be deemed fully qualifying.
3. Incumbents are expected to possess a level II proficiency in Spanish (as defined by the Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g., technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding a standard newspaper, correspondence and official documents.

*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.

R.C.D.P. (04.19.2016) 10.28.2024
Competitive

11.01.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.