



CLASS SPECIFICATION

Class Code: 13723
Date Est: 4/2003
Last Rev: 4/2003
Last Title Chg:
FLSA: non-exempt
Probation: 12 months

ADMINISTRATIVE SECRETARY DEPARTMENT OF JUVENILE SERVICES

DEFINITION

Under general supervision, provides a variety of responsible and complex secretarial/administrative support services in a division of Juvenile Services; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of progressively responsible full-time clerical experience, including one year of experience performing administrative responsibilities; OR an equivalent combination of education and/or experience.

LICENSE OR CERTIFICATE

None.

SUPERVISION EXERCISED

May supervise volunteers.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide secretarial and administrative support services to assigned division, using independent judgment and personal initiative to perform a variety of duties such as respond to routine letters, and general correspondence; type and proofread a wide variety of legal documents; produce forms; compose letters, memoranda and reports; maintain personal and division/department calendars; screen callers and incoming mail; and complete administrative details not requiring the immediate attention of management.

Handle inquiries on the telephone and in person; answer questions and provide information regarding procedures and functions of assigned area(s); resolve complaints and/or refer callers to appropriate source(s) as necessary. May interpret basic services, policies, rules, and regulations in response to inquiries and complaints.

Update records, compile and retrieve data, produce spreadsheets and statistical reports for staff by using software options and applications to generate customized data and information. Maintain accurate records of work in the division.

Establish and maintain record keeping systems including records retention and management for the division.

Initiate and maintain a variety of resource materials, files and records (computerized and manual), including confidential files and records; maintain control files on matters in progress; maintain and update resource materials.

Coordinate assigned services and activities, production and distribution of materials with other divisions, outside agencies/organizations, the public, and government officials to enhance the effectiveness of assigned area.

Review and evaluate work methods and procedures; recommend changes in work processes, forms, and workflow to ensure efficient operations in compliance with policies and standards.

Participate in maintaining supply levels; order, store, and issue supplies and materials pertinent to function of the assigned area.

May take monetary payment and balance account ledgers.

May perform follow up on non-completed sanctions.

Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/divisional policies and procedures.

Management information systems and software programs used in the assigned area.

Office management principles and practices.

Terms and acronyms commonly used in the assigned function(s).

Laws, statutes, codes, regulations, and standards pertaining to the area of assignment including NRS Chapter 62.

Ability to:

Understand the organization and operation of the County and of outside agencies, as necessary to assume assigned duties and responsibilities.

Access and operate departmental computer equipment and software.

Interact with a variety of individuals (internal and external to the organization) with courtesy, tact and diplomacy.

Coordinate services and activities with other programs, departments, agencies and organizations.

Interpret and apply pertinent laws, regulations, and standards, including administrative and departmental policies and procedures.

Train staff in essential job functions for back-up support as necessary.

Exercise independent judgment, initiative, and discretion.

Manage and schedule multiple calendar appointments including numerous court appearances, disposition follow up and tracking for case closure.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)*

Knowledge of:

Modern office procedures, methods, and equipment, including computer equipment.

Principles of basic fiscal, statistical, and administrative data collection.

English usage, spelling, vocabulary, grammar, and punctuation.

Techniques of record keeping and reporting.

Alphabetical and subject matter filing systems.

Telephone techniques.

Skill to:

Type a minimum of 50 net words per minute with a 95% accuracy rate.

Ability to:

Operate a personal computer and a variety of commercial software packages, including spreadsheets and word processing.

Plan and organize work to meet schedules and timelines.

Compile and tabulate data and information to complete and maintain accurate records.

Write business correspondence, memoranda, narrative reports, and other documents.

Perform accurate mathematical calculations.

Maintain confidentiality of data and information.

Complete a variety of tasks concurrently.

Communicate orally in a clear, concise manner.

Establish and maintain effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to work in a standard office environment. Ability to use modern office equipment including computers, multi-line telephones, calculators, copiers, fax machines, and Dictaphones. Ability to sit, stand, walk, kneel, crouch, squat, twist, climb and lift and move objects weighing up to 25 lbs.

Some assignments may require basic knowledge of accounts receivable and/or notary certificate.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.

Approved WERCCS – Job Evaluation Committee

Date September 2002