CLASS SPECIFICATION

ADMINISTRATIVE SECRETARY

DEFINITION

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

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of progressively responsible full time clerical experience, including two years of experience performing administrative responsibilities including proficiency with several software applications or an equivalent combination of education and/or experience.

LICENSE OR CERTIFICATE

None.

SUPERVISION EXERCISED

Exercises no supervision.

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 management, using independent judgment and personal initiative to perform a variety of duties such as respond to routine letters, and general correspondence; set up and take minutes for boards, staff and meetings; 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.

Monitor and assist in the preparation of assigned budget(s) including recommend expenditures for designated accounts and monitor approved budget accounts; review financial condition of assigned programs and recommend/initiate corrective action to ensure financial integrity; process purchase orders, invoices, etc.

Update records, compile and retrieve data, produce spreadsheets and reports for staff by using software options and applications to generate customized data and information.

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.
Oversee the utilization of management information systems by coordinating implementation, providing staff training in proper use and application, assisting problem resolution at the user level or contacting I.T. technical support; monitor operations to ensure that systems, methods and procedures are used correctly and efficiently.

**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.

Principles of budget development and administration.

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

Laws, statutes, codes, regulations, and standards pertaining to the area of assignment.

**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.

**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 type a minimum of 50 net words per minute with a 95% accuracy rate. Ability to lift and move objects weighing up to 25 lbs. Ability to use modern office equipment including computers, telephones, calculators, copiers and fax machines.

*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 [March, 2001]