

ADMINISTRATIVE SECRETARY

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, provides high level administrative assistance to a department head; performs a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and programmatic support functions of a general or specialized nature with only occasional instruction or assistance; exercising judgment and initiative, relieves department head of technical, as well as general administrative details; serves as a liaison with other City departments and staff, outside agencies, and the general public; and may assign and review the work of assigned clerical personnel.

DISTINGUISHING CHARACTERISTICS

The Administrative Secretary classification is the advanced journey level in the administrative support series. The Administrative Secretary classification is distinguished from the Secretary class in that incumbents in the Administrative Secretary class perform more difficult and complex administrative support tasks involving a thorough knowledge of the policies and procedures for their functional areas with a significant degree of independent judgment. Incumbents in the Administrative Secretary class are assigned significant responsibility for carrying out administrative and office secretarial duties, frequently of a complex, highly sensitive, and confidential nature in an assigned functional area, often in a rapidly changing environment. Incumbents may also lead a small number of staff and perform technical duties in support of assigned operations.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform a wide variety of varied, complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and programmatic support functions in support of assigned department with only occasional instruction or assistance; relieve department head of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
2. Plan and organize work activities; recommend improvements in work flow, procedures, and use of equipment and forms; implement improvements as approved; develop and revise office forms and report formats as required; organize and maintain filing systems.
3. Draft and/or type, word process, format, edit, revise, and process a variety of documents and forms including reports, correspondence, memoranda, agenda items and reports, agreements, ordinances, resolutions, technical and statistical charts and tables, and other specialized and technical materials from rough drafts, dictation, modified standard formats, and brief verbal instructions.
4. Proofread, verify, and review materials, applications, records, and reports for accuracy, completeness, and conformance with established standards, regulations, policies, and procedures; ensure materials, reports, and packets for signature are accurate and complete.
5. Serves as liaison between assigned office and the general public, City staff, and outside groups and agencies; provide general and specialized information and assistance regarding assigned function that may require the use of judgment, tact, and sensitivity and the interpretation of policies, rules, and procedures as appropriate; explain programs, policies, and activities related to specific program area of assignment; receive and screen office and telephone callers; calendar appointments; respond to complaints and requests

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for information relating to assigned responsibilities; refer callers and/or complaint to appropriate City staff for further assistance as needed and/or take or recommend actions to resolve the complaint.

6. Develop, revise, and maintain standardized and master documents; compose correspondence, reports and informational materials; assist in designing and producing technical information handouts; copy, disseminate, and post documents and information as appropriate.
7. Participate in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned programs; participate in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.
8. Maintain accurate and up-to-date offices files, records, and logs for assigned areas; develop, prepare, and monitor various logs, accounts, and files for current and accurate information including manual and computer logs other specialized or technical documents processed; maintain and process payroll records.
9. Compile, prepare, and enter data into a computer from various sources including accounting, statistical, and related documents; create and maintain computer based tracking information and reports including assigned databases, records, and lists; create standard statistical spreadsheets; input corrections and updates; assist in the compilation of reports.
10. Utilize various computer applications and software packages; develop, enter data, maintain, and generate reports from a database or network system; create and administer mailing lists; design, maintain, and utilize data to develop reports using spreadsheet software; create, format, and revise charts, graphs, flowcharts, worksheets, booklets, brochures, and forms using appropriate software.
11. Assist in assembling and preparing the annual budget for assigned area; monitor expenditures against budget; prepare purchase requisitions and requests for payment.
12. Attend to a variety of office administrative details such as ordering supplies, arranging for equipment repair, transmitting information, and keeping reference materials up to date; organize and maintain office and specialized files in accordance with the City's records management program.
13. Maintain calendar of activities, meetings, and various events for assigned staff; coordinate activities and meetings with other City departments, the public, and outside agencies; coordinate and arrange special events as assigned; schedule meetings; coordinate arrangements and set up meeting rooms; notify participants; prepare and/or assemble meeting materials.
14. Coordinate, make, process, and confirm staff travel arrangements; arrange for transportation and accommodations for travel, check and process expense claims.
15. Prepare special reports and perform special projects that may require researching, gathering, and organizing information from a variety of sources.
16. Serve as secretary at meetings of City boards and committees as assigned; arrange and coordinate meetings for boards, commissions, and outside agencies; assist in preparing and distributing agenda packets and correspondence; attend meetings and take, transcribe, and assure proper distribution of minutes and verbatim transcripts.
17. Maintain departmental personnel files as assigned; prepare and type personnel documents; enter timesheet information in the City's payroll system; distribute timesheets.
18. Process mail including receiving, sorting, time-stamping, logging, and distributing incoming and outgoing correspondence and packages.

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19. Provide lead supervision and direction to assigned clerical and office support staff; prepare work schedules; provide work assignments, instruction, and training; provide information and feedback to appropriate supervisory staff regarding performance of assigned staff.
20. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Basic functions of public agencies including the role of appointed boards and commissions.
- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Basic principles and practices of supervision and training.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and practices of sound business communication.
- Principles of business letter writing and report preparation.
- Basic principles and practices of budget preparation and administration.
- Records management principles and procedures including record keeping and filing principles and practices.
- Methods and techniques of proper phone etiquette.
- Mathematical principles.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.
- Principles and practices of assigning and reviewing the work of others.

Ability to:

- Perform a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department with only occasional instruction or assistance.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Interpret and apply applicable federal, state, and local laws, codes, and regulations.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Learn and effectively utilize various software applications.
- Learn and apply new information and skills.
- Type or enter data at a speed necessary for successful job performance.
- Participate in researching, compiling, analyzing, and interpreting data.
- Prepare clear, accurate and concise records and reports.
- Establish, organize, and maintain a variety of specialized files and records.
- Independently prepare correspondence and memoranda.
- Perform mathematical calculations.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Understand and carry out oral and written directions.

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- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Train and evaluate assigned clerical personnel.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade. Supplemental specialized or college level course work in business administration, office management, secretarial science, or a related field is highly desirable.

Experience:

Three years of increasingly responsible administrative and secretarial experience involving frequent public contact.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment with extensive public contact and frequent interruptions.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Bargaining Group: Miscellaneous/may have confidential designation for labor relations purposes.
FLSA Status: Non-Exempt

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Johnson & Associates

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Administrative Secretary position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.