

**SECRETARY 1****Nature of Work**

Under general supervision, at the full-performance level, relieves supervisor of clerical and minor administrative duties, exercising discretion and independent judgment. Necessity for dictation, familiarity with word processors, and other special requirements vary depending upon supervisor's preference. Performs related work as required.

**Distinguishing Characteristics**

This class is distinguished from the Office Assistant series by the assignment of support duties to a specific individual overseeing a section, or a division. The incumbent composes routine correspondence for the supervisor, screens calls and visitors and responds to inquiries requesting knowledge regarding office procedure, policy and guidelines, and program information. The position has limited authority to speak for the supervisor.

At this level, the work requires the knowledge necessary to complete complex procedural assignments. Incumbent determines appropriate procedures from among a variety of resources, methods, and processes. Incumbent is responsible for his/her own work, and may assign and direct the work of others. Although some tasks are defined and self-explanatory, the objectives, priorities, and deadlines are made by the supervisor. Work is reviewed, usually upon completion, for conformance to guidelines. Contacts at this level are frequent and often non-routine and/or of a confidential or sensitive nature, requiring tact and the ability to judge which inquiries can be answered or must be referred.

**Examples of Work**

- Responds to inquiries where knowledge of unit policy, procedure, and guidelines is required.
- Answers telephone, screens calls, and places outgoing calls.
- Screens mail and responds to routine correspondence.
- Signs, as directed, supervisor's name to routine correspondence, requisitions, and other documents.
- Schedules appointments and makes travel arrangements and reservations for supervisor.
- Takes and transcribes dictation, or transcribes from dictation equipment.
- Composes form letters, routine correspondence, and factual reports.
- Types reports, manuscripts, and correspondence using standard typewriter or word processing equipment; proofreads and corrects to finished form.
- Gathers, requests, and/or provides factual information, requiring reference to variety of sources.
- May delegate routine typing, filing, and posting duties to subordinate clerical personnel.
- May maintain basic bookkeeping records for grants, contract or state appropriated funds.

**SECRETARY 1 (CONT'D)****Examples of Work (cont'd)**

May prepare payrolls, keep sick and annual leave records, act as receptionist and perform other clerical duties as needed. May attend meetings take notes and relay information; typically would not interpret information or speak on behalf of supervisor.

**Knowledge, Skills and Abilities**

Knowledge of general office procedures including typing, filing, and the use of variety of office equipment.  
Knowledge of the correct use of English grammar.  
Knowledge of the basic bookkeeping.  
Ability to arrange efficient work schedules.  
Ability to learn the policies and procedures of the unit and the organization.  
Ability to type accurately, using a typewriter and/or word processor.  
Ability to communicate well, both orally and in writing.  
Ability to assign and check the work of others.  
Ability to take and transcribe dictation where required.  
Ability to greet the public and work well with others.

**Minimum Qualifications**

**TRAINING** Graduation from a standard high school or the equivalent.

**EXPERIENCE** Four years of full-time or equivalent part-time paid experience performing clerical duties at the Office Assistant 2 level, including typing, which must have included screening and routing telephone calls and correspondence, and composing routine correspondence.

**SUBSTITUTION** College hours or related business school or vocational training may be substituted through an established formula for up to two years of the required experience.

Established: 10/16/90  
Revised: 12/1/91  
Effective: 12/1/91