

SECRETARY 2**Nature of Work**

Under general supervision, at the full-performance level, provides clerical and administrative relief, exercising discretion and independent judgment. May sign supervisor's name to routine memorandums, correspondence and forms. Attends meeting in the supervisor's absence or on the supervisor's behalf. Necessity for dictation, familiarity with word processor and other special requirements vary depending upon supervisor's preference.

Distinguishing Characteristics

Work at this level is characterized by the level of administrative support performed. Typically, duties such as researching a variety of sources (library, division archives, past-practice documents, outside private sources, etc.), attending meetings for supervisor where interpretation of information gathered is necessary, and coordinating the activities of section, unit, etc., are characteristic of this level._____

At this level, the work requires the application of specific knowledge necessary to complete complex procedural or unusual assignments. Incumbent determines appropriate procedures from among various and variable methods, resources, and processes, or devises innovative methods to accomplish assignment. Incumbent is responsible for his/her own work, and may assign, direct, or supervise the work of others. Although some tasks are defined and self-explanatory, the incumbent works closely with supervisor to set objectives, priorities, and deadlines; may independently set goals and time frames for individual work assignments. Work is typically reviewed randomly upon completion for adherence to guidelines. Contacts at this level are frequent, typically varied and non-routine. Incumbent answers procedural or program inquiries, whenever possible, or refers. Contacts are frequently of a confidential or sensitive nature and require tact.

Examples of Work

Coordinates activities associated with the functions of the division/section/unit, planning and implementing office procedures.

Researches basic statistical work in the compilation of reports involving the activities of the division/section/unit.

Responds to inquiries where considerable knowledge of unit policy, procedures, and guidelines is required.

Answers telephone, screens calls, and places outgoing calls.

Screens mail and responds to routine correspondence.

Schedules appointments and makes travel arrangements and reservations for supervisor.

Signs, as directed, supervisor's name to routine correspondence, requisitions, and other documents.

SECRETARY 2 (CONT'D)**Examples of Work (cont'd)**

- Attends meetings with or on behalf of supervisor to take notes or deliver basic information.
- Takes and transcribes dictation, or transcribes from dictation equipment.
- Composes form letters, routine correspondence, and factual reports requiring judgment and originality.
- Gathers, requests, and/or provides factual information, requiring reference to a variety of sources.
- Types, using standard typewriter or word processing equipment, reports, manuscripts, and correspondence; proofreads and corrects to finished form.
- May delegate routine typing, filing, and posting duties to subordinate clerical personnel.
- May maintain bookkeeping records for grants, contract or state appropriated funds or related departmental accounts.
- May prepare payrolls, keep sick and annual leave records, act as receptionist, and perform other clerical duties as needed.
- May assign and review the work of others.

Knowledge, Skills, and Abilities

- Knowledge of general office procedures including typing, filing, and the use of a variety of office equipment.
- Knowledge of the correct use of English grammar.
- Knowledge of basic bookkeeping.
- Knowledge of basic research techniques.
- 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 Five years of full-time or equivalent part-time paid experience performing clerical duties at the Office Assistant 3 level, encompassing a wide range of office practices, which must have included typing, screening and routing telephone calls and correspondence, and composing routine correspondence.

SECRETARY 2 (CONT'D)

Minimum Qualifications

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.

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