

## **DIVISION SECRETARY – INFORMATION TECHNOLOGY**

### **Job Summary:**

Under general supervision, provides secretarial support work in the Management Information Services division; receives and coordinates or responds to city employees' requests for a variety of computer related services.

### **Essential Duties and Responsibilities:**

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Responds to inquiries from city staff regarding the basic functions of software programs including, but not limited to, MS Word and Excel; conducts systems training as necessary.
2. Screens and evaluates city employees' requests for computer services; provides minor troubleshooting including, but not limited to, accessing and updating RecWare Safari program.
3. Coordinates and prioritizes the referral of service requests to appropriate MIS staff.
4. Develops and updates templates and forms for citywide application.
5. Maintains inventory of software, hardware, personal computers and peripherals.
6. Performs data entry of purchase requests, CARES service requests and city's archived items into document imaging system.
7. Performs a variety of word processing and general clerical tasks in support of the MIS Manager and staff.
8. Prepares and types correspondence, agenda items, memoranda, reports and other materials from drafts and verbal instructions; proofreads for accuracy, spelling, and grammar.
9. Maintains calendar for the MIS Manager and the division; schedules training and reserves conference rooms and handles other logistical needs as required.
10. Compiles timesheets of division staff and checks them for accuracy and completeness; inputs payroll into city's computer system.
11. Ensures prompt billing payments and orders supplies using the city's automated systems.
12. Operates a variety of office machines and equipment including, but not limited to, personal computer and related software, calculator, fax and copier.
13. Opens, sorts and routes all incoming mail and correspondence; maintains a variety of information, files and records.
14. Maintains and updates records and filing systems including vendor information list; monitors contract renewals.
15. Screens visitors and telephone calls.
16. Performs related duties as required.

### **Qualification Guidelines:**

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

**Education and/or Experience:**

High school diploma or GED and three and a half (3 1/2) years of current increasingly responsible full-time paid experience performing clerical work including one (1) year experience using MS Word and Excel. Experience and/or education in a related field may be substituted on a year for year basis.

**Knowledge of:**

- Personal computer and applicable software applications (MS Word and Excel) and databases.
- Modern office procedures, methods, and equipment.
- Record-keeping and filing techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Letter and report writing techniques and procedures.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience and courtesy.
- Proofreading techniques.
- Customer service principles.
- Basic mathematical concepts/functions.
- Division's functions and programs.

**Skill and/or Ability to:**

- Type at a speed of 60 net words per minute.
- Provide secretarial support to management and division staff.
- Proofread own work and the work of others.
- Perform clerical work with speed and accuracy.
- Operate standard office machines including, but not limited to, computer and related software, typewriters, calculators, and copiers.
- Transcribe from dictating equipment.
- Establish and maintain effective working relationships with others.
- Add, subtract, multiply and divide quickly and accurately.
- Understand and follow oral and written instructions.
- Effectively communicate orally and in writing.
- Exercise judgment and discretion.
- Collect and compile data.
- Learn city government organization, functions and policies.
- Learn, interpret and apply applicable city, state, and federal laws.
- Organize and complete work according to priority.

**License and Certificate:**

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record. Typing certificate of 60 net words per minute obtained within the last 12 months is required at the time of application.

**Physical Requirements and Working Conditions:**

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require talking, hearing, and vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform work which is primarily sedentary and repetitive.
- Is subject to inside environmental conditions.
- May be required to work at a computer terminal for long periods of time.
- May be required to work evenings or weekends.