

## **ADMINISTRATIVE SECRETARY**

### **Job Summary:**

Under the direction of a General Manager, performs specialized complex and confidential secretarial and administrative duties. Primary liaison between the General Manager and City Manager, Elected Officials, managers, supervisors, clerical staff, outside agencies and the general public; may organize and monitor the work of clerical staff.

### **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. Provides administrative/secretarial support, relieving the General Manager of administrative or clerical details.
2. Coordinates communications and correspondence between General Manager and work group's staff which include issues of a confidential nature.
3. Independently composes difficult correspondence on a variety of matters, which can include material of a confidential nature, from shorthand notes, rough drafts, transcription machine tapes or verbal instructions.
4. Prepares city documents including, but not limited to, personnel action forms, performance evaluations, requisitions and legally required notices.
5. Reviews and edits documents prepared by work group's staff for accuracy and General Manager's signature.
6. Assists in the gathering, and compiling of information for budget preparation; may monitor budget expenditures.
7. Prepares administrative reports and memoranda; develops office forms and report formats.
8. May train, provide work direction, and supervise clerical support staff; may assign and review work to assure timely and efficient completion of office work.
9. Receives, screens, and interviews callers on behalf of the General Manager, both in person and on the telephone; evaluates and responds to requests, complaints/concerns; forwards requests, complaints/concerns to appropriate staff for attention; follows up to ensure prompt response or action.
10. Provides information and assistance to work group's managers, supervisors, and clerical staff, other city departments, outside agencies and the public.
11. Interprets, explains, and applies city laws and guidelines, policies, programs, rules, requirements and procedures.
12. May prepare and distribute meeting notices, agenda, and agenda items; may attend meetings and conferences to record proceedings or receive information; may prepare and distribute action minutes.
13. Opens and reviews incoming mail and documents for General Manager's signature; notes pertinent information for General Manager's consideration and action.
14. Maintains a variety of confidential information, complex files and records.
15. Maintains calendar for the General Manager; schedules meetings and appointment; makes travel and hotel arrangements.
16. May process timesheets and surveys.
17. 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 two (2) years of college level courses or equivalent including or supplemented by secretarial training and five (5) years of current full-time, paid secretarial experience. Experience and/or education may be substituted on a year for year basis.

**Knowledge of:**

- Applicable laws, codes, regulations, policies and procedures.
- Modern office practices, procedures and equipment.
- Record-keeping techniques.
- Personal computer software and hardware.
- Telephone techniques and etiquette; customer service principles.
- City organization, operations, policies and objectives.
- Correct English usage, grammar, spelling, punctuation and vocabulary; proofreading techniques.
- Principles and practices of training and providing work direction.
- Basic budgeting practices and procedures.
- Letter and report writing.
- Mathematical concepts/functions.
- Accounting, payroll or purchasing system.

**Skill and/or Ability to:**

- Type 60 net words per minute from clear copy.
- Independently compose letters, memos, or other material.
- Transcribe dictation accurately at an acceptable rate of speed.
- Proofread and edit a variety of documents and reports.
- Take notes quickly and accurately.
- Establish and maintain a variety of complex central filing systems.
- Apply and explain applicable laws, codes, rules, regulations, policies and/or procedures.
- Research, compile, and organize material and summarize in report-form.
- Add, subtract, multiply and divide quickly and accurately.
- Operate a variety of office machines and equipment including personal computer and related software.
- Analyze situations accurately and adopt an effective course of action.
- Understand and follow oral and written directions.
- Exercise independent judgment and discretion, and maintain confidentiality.
- Train and provide work direction to office clerical support.
- Effectively communicate both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Organize and prioritize work assignments.

**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 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 attend periodic evening meetings and/or to travel within and out of city boundaries to attend meetings.