

SECRETARY

GENERAL DUTIES: (NOTE: Duties will vary with department of assignment)

Under direct supervision of the department head, perform a wide variety of administrative and responsible clerical duties in the support of a department head.

GENERAL REQUIREMENTS:

PERSONAL APPEARANCE: Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

ATTENDANCE - Follows department/City policy in regards to punctuality and attendance.

COMPLIANCE WITH WORK INSTRUCTIONS - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

SAFETY - Follows the Safety and health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

INTERNAL RELATIONS - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

CUSTOMER SERVICE - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Organize and effectively manage the office of a major department. Coordinate with other departments when equipment/facilities are required.
2. Transcribe and compose correspondence, documents, minutes, reports, forms and/or data from rough notes, recordings, dictation and/or oral instructions.
3. Establish and maintain a variety of files and official records, some being confidential in nature.
4. Assist at the counter in receiving the public and provide customer service information in response to citizen requests, in a courteous and professional manner.

5. Establish and maintain appointment calendars and tickler files.
6. Make necessary arrangements for seminars and meetings, notification of participants and follow-up as required. May assist with travel arrangements.
7. Answer telephone, provide information in response to inquiries, directing calls as needed, in a courteous and professional business manner. Make outgoing calls as necessary, including, but not limited to returning calls, requesting information, and performing telephone surveys.
8. Design, prepare, and assemble a variety of forms, folders, agendas, packets, brochures, fliers and announcements, and arranges for distribution.
9. Attend meetings as directed, and may record and transcribe summary minutes. May forward pertinent information to department staff.
10. May supervise and train subordinate clerical staff and delegate workload. May participate in interviewing/hiring process of subordinates. May perform tasks assigned to lower level staff.
11. May be responsible for collection and safeguarding of money received in the department.
12. Responsible for the monthly collection, review, maintenance, and forwarding of payroll time records, leave balances, and part-time employee hours.
13. Operate any of a wide variety of common office machines including telephone, typewriter, calculator or adding machine, postage meter and scale, copier, word processor/personal computer, laser jet printer, fax machine, microfiche reader/printer, optical character reader, lettering machine, blue print machine, dictation/transcription equipment, recording equipment, and binding machine. May operate two-way radio and associated equipment.
14. Participate in training programs and assigned committees.
15. May utilize specialized software programs.
16. May be responsible for the ordering/purchasing of department supplies or office equipment. Prepare purchase orders and process requests for vendor payments. May review staff expense reimbursement requests.
17. Perform related work as required.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

SKILLS:

1. Establish and maintain recordkeeping and filing systems.
2. Schedule appointments for department staff.
3. Operate a personal computer using wordprocessing and spreadsheet software.
4. Transcribe from recordings, dictation and/or oral instructions.
5. Compose letters and reports independently.

KNOWLEDGE: Knowledge of:

1. Office practices and procedures, filing systems.
2. Correct English usage, grammar, spelling, and punctuation.
3. Basic arithmetic.
4. Report and letter writing.
5. Principles of supervision and training.
6. Customer service techniques.
7. Wordprocessing and spreadsheet software.

ABILITIES: Ability to:

1. Read, understand, and interpret policies, procedures, and regulations.
2. Organize and prioritize workload effectively to meet deadlines.
3. Carry out projects with minimal supervision.
4. Establish and maintain effective working relationships with supervisor, co-workers, other departments, outside agencies, and the general public.
5. Supervise clerical staff.
6. Communicate effectively.
7. Receive, interpret, and maintain confidential and/or sensitive information.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator and/or 10-key adding machine
6. Facsimile machine
7. Typewriter
8. Postage meter and scale
9. Optical character reader
10. Lettering machine
11. Dictation/transcription equipment
12. Binding machine
13. Two-way radio
14. Microfiche reader
15. Polaroid or digital camera
16. Keys to a variety of City locks
17. Report forms, pencils and pens
18. Automobile
19. Specialized computer software

PHYSICAL DEMANDS:

Under typical office conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting
2. Walking
3. Standing
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Driving
12. Speed in meeting deadlines

SENSORY DEMANDS:

Under typical office conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, postage meter, paper shredder, camera or radio:

1. Seeing

2. Speaking
3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 95% of the time.
2. Flooring: Low level carpeting, linoleum, tile floors and some exposure to asphalt.
3. Noise Level: Conducive to office settings with phones, copiers, faxes, radios and typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical field conditions during recruitment testing, less than 5% of the time.
2. Flooring: Asphalt, grass, dirt, and uneven surfaces at the test site.
3. Noise Level: Varying low to high equipment noise at test sites, Fire station and Corporation yard.
4. Lighting: Normal outdoor conditions, and also exposure to extreme weather conditions.
5. Ventilation: Heating and air conditioning provide by vehicle and outdoor equipment.
6. Dust: Normal, outdoor levels to high outdoor levels associated with recruitment activities.

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, paper shredder, or paper cutter.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. Any combination of training and experience equivalent to high school graduation or GED and four years of experience in responsible secretarial or clerical work, or the equivalent in formal secretarial training beyond high school.
2. Pass a post-offer medical examination, which includes a drug test.

3. Pass a Department of Justice criminal record check for employment.
4. Typing speed of 55 net words per minute.
5. Possess and maintain a valid California Driver License and safe driving record necessary to operate assigned vehicle(s).
6. Prefer non-tobacco user.
7. Prefer bilingual (English/Spanish).

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