

Jurisdictional Class: Exempt
EEO Category: Administrative Support
Revised: 01/17/2020

SECRETARY TO THE COMMISSIONER OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility for independently performing complex clerical operations, and for relieving superior of administrative details by arranging conferences and handling contacts which should properly be made with subordinate officials. The incumbent has the responsibility of personal secretary to the Commissioner. Duties of this class involve the frequent exercise of independent judgement, providing information regarding department policies and practices, frequent contact with the public, and performing work of a confidential nature. He/she supervises clerical assistants, and assists in establishing and implementing procedural policies. Duties relating to correspondence are distinguished by the fact that most letters and releases of a routine, recurring nature are composed personally, with correspondence being dictated only when new problems arise. The work is performed under general supervision, with detailed instruction received only in instances where policies have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Serves as personal secretary to the Commissioner of Social Services;
Relieves superior of office detail by making appointments, receiving calls and callers, and referring them to the proper persons;
Answers requests for administrative information and prepares office reports;
Takes and transcribes dictation of letters, memoranda, reports and a variety of other matters;
Keeps employee time and leave records;
Processes purchase requisitions and keeps track of budgeted funds;
Investigates complaints and problems of clients and employees and resolves or facilitates resolution;
Directs, assigns and reviews clerical work of the office;
Processes and distributes incoming mail according to policy of the department;
Reads and summarizes reports to facilitate review by, and to conserve the time of, superior;
Composes and types routine correspondence, applying knowledge of departmental operations and regulations;
Maintains an appointment book and calendar, and prepares trip itineraries for the Commissioner;
Reviews incoming mail and assembles files of material to facilitate reply by superior;
Researches and assembles a variety of data from office records and outside sources for incorporation in reports and letters;
Maintains expense account records for the Commissioner;
Acts as liaison between Commissioner's office and various agencies;
Upon request of the Commissioner, attends meetings and hearings.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of general office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; thorough knowledge of the organization, functions, laws, policies and regulations of the department; ability to handle routine office details independently, including the composition of important reports, letters and memoranda without dictation; ability to operate a micro-computer; ability to understand and follow oral and written instructions; ability to deal effectively with department heads, employees and the public; tact and courtesy in dealing with others; initiative and resourcefulness in solution of complex problems.

SUGGESTED QUALIFICATIONS: Appointed on the basis of administrative and secretarial experience, as the Commissioner of Social Services may determine appropriate.

Adopted: 01/28/1982

Revised: 01/14/1983; 04/17/1991; 03/29/1995; 07/08/1996; 09/18/2002;
05/12/2017; 01/17/2020