

Civil Division: All Civil Divisions
Jurisdictional Class: Competitive
Exempt (part-time) in Special Fire Districts
EEO Category: Administrative Support
Adopted: 02/17/2017

SECRETARY

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for independently performing complex clerical operations and administrative support tasks. Incumbents spend a substantial amount of time operating a personal computer and the rest of the time on routine administrative tasks to ensure the efficient workflow of an office. The work also involves responsibility for the entry and retrieval of information using software on a computer and using a computer to produce printed material such as letters, memoranda and forms. Incumbents work under general supervision receiving detailed instructions only where policies have not been determined. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Prepares correspondence, documents, records and other written material in final or draft form using computer software from handwritten, rough drafts, marked copy, oral recordings or data from various equipment as the source material;
Composes and prepares correspondence on matters where policies and procedures are well defined;
Maintains and updates database/spreadsheet records on a personal computer;
Screens callers or visitors to determine the nature of the inquiry and refers to appropriate party or office and answers inquiries as appropriate;
Schedules conferences, meetings and makes travel arrangements;
Establishes and maintains confidential and general office files;
Explains established program policies and procedures to the general public/clients and obtains routine information for program purposes;
Receives, sorts and distributes incoming mail;
Checks, codes and processes requisitions, claims and bills;
Prepares and maintains financial, statistical and personnel records;
Monitors and tracks status of program activities;
Orders supplies and materials;
Collects and gathers information to be used as a basis for reports and memoranda and prepares summaries;
Transmits instructions from supervisor to staff and follows up to ensure deadlines are met;
Answers telephone and gives out information.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of modern office terminology, procedures, equipment and business English; good knowledge of the organization, functions, laws, policies and regulations, and terminology of the department/agency to which assigned; ability to handle routine administrative details independently; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to prepare and maintain program records and routine reports; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; ability to organize and maintain office files; ability to collect information from various sources for program operations.

MINIMUM QUALIFICATIONS: Applicant must meet minimum qualifications at time of application.

Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Secretarial Science or a closely related field; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of clerical experience which shall have involved the use of computers and computer programs.

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