

ADMINISTRATIVE SECRETARY I

This is office/procedural and administrative support work serving as an assistant to a program supervisor or manager. Work involves providing a full range of support services necessary for the effective management of the supervisor's office. Positions are located in an organization with limited operational/programmatic complexity and variety where internal and external coordination of work generally follows set procedures. Employees are responsible for facilitating the flow of work through the unit directing the related activities of other support and program staff, and relieving the supervisor of routine administrative task.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees provide a wide range of support services necessary for the supervisor to accomplish his work and for program operation. Approximately seventy (70) percent of time is devoted to office support/procedural tasks such as: screening and routing materials based on content; filing and retrieving information; providing receptionist and telephone services; providing typing and proofreading services; and related activities. Approximately thirty (30) percent of time is devoted to administrative functions such as: composing letters, memorandums, and reports using established formats and content as guides; researching information for use in the preparation for correspondence, speeches, and reports; making arrangements for conferences and meetings; and screening calls and visitors.

Intricacy - Work requires determining the appropriate guide or regulation to be used in completing assigned tasks. Employees resolve question or problem using established procedures. Actions to be taken are normally readily discernable based on the established procedures or precedents.

Subject Matter Complexity - Work requires a general understanding of the unit's organization, program functions, and knowledge of standard office practices and procedures. Work assignments also require familiarity with the functions of other organizational segments whose work impacts on the unit or with which work must be interfaced.

Guidelines - Guidelines include standard office references and organization instructions concerning such matters as correspondence, time and leave regulations, and the filing and purging of information within the work unit. Judgement must be exercised in determining which guideline, reference, or procedure is most appropriate to specific cases. Situations requiring significant deviation from established methods are referred to the supervisor.

II. RESPONSIBILITY:

Nature of Instructions - Employees independently perform recurring office work. Work is performed as it arrives, or in accordance with established priorities and instructions. Employees use initiative and judgement in trying to resolve problems and unfamiliar situations not covered by established procedures or prior experiences. Situations which can not be resolved are referred to the supervisor.

Nature of Review - Administrative work and special assignments are reviewed by the supervisor for completeness and adherence to instructions and procedures. Employees are accountable for the quality and accuracy of office support/procedural work that is normally reviewed on an occasional basis.

Scope of Decisions - The overall effect of the work is primarily limited to the work unit.

Consequence of Decisions - Work affects the office and administrative support provided in the work unit and efficiency of the staff (e.g., incorrectly filed information could result in lost time searching the files or in having to contact the originator for a copy). The quality and timeliness of work impacts on the effectiveness of the program and the image of the organization.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires contact with employees in the immediate organization, visitors to the office, the general public, and vendors and service personnel.

Nature and Purpose - Contacts are to exchange information, and to plan coordinate work efforts within the unit in order to meet established time frames. Employees screen calls and visitors before directing them to the proper person or determines the nature of the call or visit so as to alert the supervisor of subject to be discussed; relays general information on program activities to the public; answers questions pertaining to program activities based on well-established guidelines; and, when instructed by supervisor, makes arrangements for meetings, conferences, or workshop and performs duties attendant to preparation and follow up.

IV. OTHER WORK FACTORS:

Work Conditions - The work is usually performed in an office setting, is sedentary in nature, and does not require the employee to lift more than 10-20 pounds.

Hazards - There are usually no hazardous conditions.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - General knowledge of office practices, techniques, and technology; ability to practice effective communication techniques, both orally and in writing; ability to establish and maintain effective working relationships with staff and other members of the organization.

Minimum Training and Experience - Completion of high school and one year of related experience; or graduation from a two-year secretarial science or business administration program with courses in secretarial techniques and practices; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.