

### ADMINISTRATIVE SECRETARY III

This is administrative and office procedural support serving as an assistant to a program manager or director. Work involves coordinating the provision of a full range of support activities necessary for the effective management of the supervisor's office and program operations. Positions are located in an organization where program variety requires an integrated service delivery structure that, while defined, requires flexible procedures for the internal and external coordination of work. Employees are responsible for facilitating the flow of work through the unit, directing the related activities of other support and program staff, and maintaining contact with internal/ external program managers or their representatives necessary for effective work coordination. Employees usually supervise a small support group.

#### I. DIFFICULTY OF WORK:

Variety and Scope - Employees provide a wide range of support services necessary for the supervisor and his/her staff to accomplish their work and for program operations. Approximately forty (40) to sixty (60) percent of time is devoted to administrative functions such as: composing letters, memorandums, and reports which often require independent research; planning and arranging for the maintenance of information needed for budget reports; monitoring staff activities related to commitments made by the supervisor; and, designing and organizing filing systems. Other time is devoted to office support/procedural tasks such as maintaining various operational records and integrating new/revised procedural requirements into the operation.

Intricacy - Work requires completion of non-routine tasks and activities and a knowledge of the procedural requirements of the work coupled with an awareness of the specific functions and staff assignments within the organization. Actions taken involve interpreting and analyzing a variety of procedures and regulations of the organization that differ in such things as the sources of information or the kinds of transactions in order to select the most appropriate course of action.

Subject Matter Complexity - Work requires considerable knowledge of the programs and activities of the organization, the goals, priorities, policies, and commitments of the manager, and the operational structure. Work also requires a thorough knowledge of other internal and external organizational segments whose work impacts on the unit or with which work must be interfaced.

Guidelines - Written procedural guidelines and general policy guidelines, both written and unwritten, require considerable adaptation and interpretation. Employees frequently use judgement to interpret and adapt the guidelines to specific problems that do not have a clear-cut relationship to the guidelines. Work requires a high degree of resourcefulness and judgement in determining applicability of the guides in unusual or non-recurring circumstances.

#### II. RESPONSIBILITY:

Nature of Instructions - The supervisor determines the goals, objectives, and priorities for the office. Employees plan and carry out the day-to-day work of the office based on a knowledge of the overall functions and program of the organization. Employees receive special assignments from the supervisor in written or oral form and carries out the assignments according to procedures, precedents, or accepted office practices.

Nature of Review - Regular administrative work and assignments are reviewed periodically to ensure that the overall goals and objectives for the position have been met and that the work of the office is processed promptly and in accordance with established procedures and priorities. Special assignments are reviewed after completion unless a sensitive or controversial issue is involved. Employees are responsible for the quality of office support/procedural services provided.

Scope of Decisions - Work affects the immediate work unit and related organizational segments for which the supervisor is responsible. Work also affects external units with which activities must be integrated.

Consequence of Decisions - Work affects the quality of administrative and office support provided to the unit and other organizational segments with which work must be integrated. Decisions affect the timeliness and effectiveness of actions and reflects on the image of the organization.

### III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires contact with employees of the organization, employees and officials of other agencies who interact with the staff on a wide variety of matters, the general public, and vendors and service personnel.

Nature of Contacts - Contacts are to: give and obtain information; plan and coordinate the work of the office in conjunction with subordinate offices; and, interpret policies, procedures, rules, and regulations pertaining to the public in person or via telephone. Completion of special assignments and coordination of work requires negotiation with representatives of other units.

### 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 - Considerable knowledge of office practices, techniques, and technology; ability to practice effective communication techniques, both orally and in writing; ability to interpret program policies, rules, regulations, and procedures for organizational personnel, other agency's personnel, and the general public; ability to analyze problem areas of work and recommend solutions to supervisor; 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 three years of related experience; or graduation from a two-year secretarial science or business administration program with courses in secretarial techniques and practices and two years of related work experience; or graduation from a four-year college or university, preferably with major emphasis on business administration or a related field and two years of related work experience; 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.