

CITY OF EAST PALO ALTO

CLASSIFICATION SPECIFICATION

CLASS TITLE:	SECRETARY	CLASS CODE:
DEPARTMENT:	VARIOUS DEPARTMENTS	FLSA STATUS: N/E
REPORTS TO:	VARIES	EMPLOYEE GROUP: SEIU

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification.

DEFINITION

Under general supervision of an assigned supervisor, the Secretary performs a variety of complex clerical, secretarial and administrative work, in keeping official records, providing administrative support to assigned departmental or division staff, and assisting in the administration.

JOB SUMMARY

Reports directly to a Division Manager. Fully competent to independently perform a wide range of clerical, secretarial and administrative work in keeping official records, providing administrative support to assigned departmental or divisional staff, and assisting in the administration of the standard operating policies and procedures of the department or division; and, performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This position is the advanced journey-level class in the City's clerical support job series. Positions at this level are distinguished from other positions within the clerical support series by the level of responsibility assumed and the complexity of duties assigned. Employees provide secretarial and office administrative services for a designated department or division and related supervisory or professional staff. A Division Manager normally establishes general guidelines for action; however, day-to-day activities require frequent use of tact, discretion, initiative and independent judgment, particularly when dealing with a variety of City staff and representatives of other agencies and the public. This class is distinguished from Executive Secretary series in that the latter provides complex and confidential secretarial support and limited technical support to a department head.

ESSENTIAL FUNCTIONS

This reflects essential responsibilities of this classification; however, all responsibilities may not be performed by all incumbents.

- Perform routine clerical and administrative work in answering telephones, using radio communications, receiving the public, providing customer assistance, cashiering, date processing, and bookkeeping.
- Answer in-coming calls and routes callers or provides information as required.
- Provides clerical support to Official City Boards and Commission, in as much as recording and maintaining official minutes of public meetings, preparing agendas and distribution of such, preparing, posting, and noticing public meetings.
- Initiate specified correspondence independently for signature by appropriate management, supervisory or professional staff; review finished product for completeness, accuracy, and format, compliance with policies and procedures and correct English usage.
- Prepare drafts of written correspondence from notes, brief instructions or printed materials; use word processing equipment and inputs or retrieves data or prepare documents using a computer.
- Operate radios as needed and assist in radio communications; operate base radio as required. Receive the public and answer questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

- Prepares and monitors work orders.
- Receive, stamp and distribute incoming mail, process outgoing mail.
- Compose, type, and edit a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
- Input data to standard office and department forms; make simple postings to accounts; compiles data for various reports.
- Prepare records such as notices, minutes, and resolutions.
- Establish and maintain filing systems, control records and indexes using moderate independent judgment. May serve as custodian of departmental documents and records.
- Maintain inventories and orders office supplies and materials; may maintain departmental personnel records. Assist in the procurement of departmental materials and supplies.
- Schedule appointments, and performs other administrative and clerical duties.
- Organize own work, set priorities and meets critical deadlines.
- Serve as initial contact/resource person for the department/division by screening calls, visitors and mail; respond to complaints and requests for information and assistance from the public, City staff and others.
- Coordinate activities in the area of assignment by maintaining calendars, scheduling meetings or meetings between staff and other groups or organizations, arranging for necessary materials to be available at meetings and arranging business travel for management and professional staff to ensure smooth, efficient operations.
- Schedule and coordinate projects; set priorities; adapt to changing priorities.
- Exercise good judgment, apply logical thinking and make sound decisions to accomplish tasks or solve problems.
- Operate modern office equipment including computer equipment and software programs.
- Type and enter data at a speed necessary for successful job performance.
- Interpret and apply polices, procedures, statutes and local rules, codes and regulations pertaining to assigned programs and functions.
- Collect, compile and file information and data.
- Communicate in a clear and concise manner, both orally and in writing.
- Understand and carry out oral and written instructions.
- Respond to questions from the public and City personnel regarding policies and procedures for the assigned area.
- Establish and Maintain effective working relationships with those contacted in the course of work.
- May perform cashier function including receipting of payments and various other payments, and posting monies to appropriate accounts.
- May issue routine permits as authorized.
- Operate a vehicle to carry out assigned duties.
- Attend seminars and workshops related to administrative duties and responsibilities.
- May serve as a member of an employee focus group.
- May represent the City at various meetings and functions.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Modern office procedures, techniques, and equipment.
- Clerical and department work practices, procedures, specific rules, precedence, and regulations.
- Proper English grammar, vocabulary, spelling and punctuation.
- Basic accounting or bookkeeping principles and practices
- Record keeping, report preparation and filing methods.
- Business letting writing, filing, indexing, and recording systems and procedures.
- Applicable state, federal and local statutes, laws, rules and regulations that apply to the area of assignment.
- Computer applications and hardware related to performance of the essential functions of the job.

Skills in:

- Typing at net rate of 60 wpm from printed copy.
- Following up on assignments with a minimum direction.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Analyzing and resolving office administrative situations and problems.
- Communicating clearly and effectively, both orally and in writing.

Ability to:

- Establish and maintain effective working relationships with co-workers, city agencies, and the general public.
- Perform cashier function duties accurately.
- Communicate effectively verbally and in writing.
- Handle stressful situations.
- Handle multiple interruptions.
- Handle multiple priorities.
- Compose correspondence and documents independently or from brief instructions.
- Use tact, discretion, initiative and independent judgment within established guidelines.
- Ability to organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
- Ability to read, communicate to others the policies, procedure, statutes, local rules, codes and regulations pertaining to assigned programs and functions.
- Ability to perform the essential functions of this classification.

MINIMUM QUALIFICATIONS REQUIRED

Education:

High School Diploma or GED with specialized course work in general office practices such as typing, filing, accounting and bookkeeping.

Experience:

Two (2) years experience performing clerical work in an office.

Licenses and/or Certifications:

- Valid California Class C Driver's License or higher and a good driving record.

DESIRED QUALIFICATIONS

Associate's Degree or Clerical Training Certificate is highly desirable.

MATERIAL AND EQUIPMENT USED

General office equipment, personal computer and applications, i.e., Word, Excel, Publisher, Power Point, Assess, Visio) printer, vehicle, regular/cell telephone, pager, microfiche machine, typewriter, cassette duplicator, scanner, fax, and transcription equipment, copier.

PHYSICAL REQUIREMENTS

While performing the essential functions of this classification the employee is frequently required to stand, walk, and sit for long periods of time; ability to use hands and fingers, handle, manipulate and feel; ability to reach with hands and arms; ability to speak and hear; ability to occasionally lift and/or move up to 25 pounds, climb flights of stairs; specific vision abilities required by this job include close vision and the ability to adjust focus.

WORKING CONDITIONS

While performing the essential functions of this classification the employee is generally in an office environment. The working conditions are typically moderately quiet, but may be moderately noisy at times.

NOTE: Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Z\ Job Descriptions Secretary
Established: September 2004
Revised: