

## ADMINISTRATIVE SECRETARY II

This is administrative and office/procedural support work serving as an assistant to a program manager or director. Work involves providing and coordinating the provision of a full range of support activities necessary for the effective management of the supervisor's office. Positions are located in an organization with limited program variety where the internal and external coordination of work requires occasional variation from established 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 office and program administration tasks. Employees may supervise a small support group.

### 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 operations. Approximately forty (40) to sixty (60) percent of time is devoted to administrative functions such as: composing letters, memorandums, and reports which may require independent research; making arrangements for conferences and meetings; screening calls and visitors; planning and arranging for the maintenance and preparation of information needed for budget reports; and, monitoring staff activities related to commitments made by the supervisor. Other time is devoted to office support/procedural tasks such as: screening and routing materials based on content; providing receptionist and telephone services; providing typing and proofreading services; and, related activities.

Intricacy - Work requires completion of non-routine activities and tasks that require deviation from established procedures. Employees must choose appropriate course of action and recognize the existence of and differences among situations. Actions to be taken and responses to be made differ in such things as the sources of information, the kind of transactions, or other readily verifiable differences.

Subject Matter Complexity - Work requires a general knowledge of the goals and objectives of the work unit, and an understanding of the structure and functions of the organization. Work assignments require a knowledge of staff assignments/commitments, and the functions of other internal and external organizational segments whose work impacts on the unit or with which work must be interfaced. Work also requires knowledge of standard office practices and procedures.

Guidelines - Guidelines include standard office references and organization instructions concerning such matters as correspondence, time and leave regulations, and filing and purging of information within the work unit. Guidelines may also include standing, unwritten instructions concerning such matters as which member of the staff will handle various assignments. The employee must exercise judgment in determining which guideline applies to a given situation.

### II. RESPONSIBILITY:

Nature of Instructions - Employees plan and carry out the day-to-day work of the office based on priorities established by the supervisor and knowledge of the program. Employees plan and carry out special assignments according to instructions and meeting established timeframes. Employees use initiative and judgment in resolving problems not covered by established priorities, procedures, or prior experiences. Sensitive or unusual situations are referred to the appropriate staff member or to the supervisor.

Nature of Review - Administrative work is reviewed on an occasional basis to determine adherence to policies and procedures. Special assignments are reviewed upon completion to determine adherence with instructions. Employees are responsible for the quality and accuracy of office support/procedural and the methods used to achieve the end result usually are not reviewed in detail.

Scope of Decisions - The effect of work is generally limited to the work unit including the supervisor and program staff. Decisions can occasionally affect other internal and external units with which work is integrated.

Consequence of Decisions - Work affects the office and administrative support provided in the work unit and the efficiency of the staff. The quality and timeliness of work impacts on the effectiveness of the program and the image of the organization.

### III. INTERPERSONAL RELATIONSHIPS:

Scope of Contacts - Work requires contacts with employees of the work unit, employees from other organizational segments and agencies, vendors and service personnel, and the general public who interact with the staff.

Nature and Purpose - Contacts are to: give and obtain information; plan and coordinate the daily work of the office; and, interpret to the general public via telephone or in person the policies, procedures, rules, and regulations pertaining to the program. Work may require the negotiation of timeframes with representatives of other units relative to the completion of special assignments.

### 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 sufficient to perform at this level of work; 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; ability to interpret the policies, procedures, rules, and regulations pertaining to the program.

Minimum Training and Experience - Completion of high school and two years of related experience; or graduation from a two-year secretarial science or business administration program with courses in secretarial techniques and practices and one year of related experience; or graduation from a four-year college or university, preferably with major emphasis on business administration or a related field; 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.