

STAFF SECRETARY II

DEFINITION

Under general supervision, provides secretarial and administrative office assistance to one or more program managers and related management, professional and supervisory staff; performs a variety of specialized and technical activities related to a particular division or program; and performs related work as assigned.

CLASS CHARACTERISTICS

Staff Secretary II is the second secretarial level in this three-level series. Responsibilities include coordinating the office administrative work of a division or one or more programs in addition to personally performing multiple secretarial duties to ensure the efficient service provision of the assigned functional area. This class is distinguished from general office support classes in that the nature, scope and diversity of responsibilities originating at this functional level require an understanding of District functions and the capability of relieving unit management staff of day-to-day office administrative and coordinative duties.

EXAMPLES OF DUTIES

Oversees and ensures that the office administrative functions of the division or program to which assigned are effectively carried out.

Acts as the division's receptionist; receives and screens visitors and telephone calls; provides factual information to District staff, other organizations and the public, which may involve the interpretation of policies and procedures.

Attends to a variety of office administrative details, such as keeping informed of program activities, transmitting information, ordering office supplies, arranging for equipment purchase and maintenance, making appointments, maintaining a calendar and coordinating meeting arrangements.

Operates a variety of office equipment, including a photocopier, fax machine, calculator and computer to input, access and modify data and to perform word processing.

Prepares detailed and often confidential correspondence, reports, forms, graphic materials and specialized documents related to the program or division to which assigned from drafts, notes, brief instructions or corrected copy.

Proofreads materials for accuracy, completeness, and compliance with departmental policies, correct formatting and correct English usage, including grammar, punctuation and spelling.

May take and transcribe dictation.

Researches and obtains information related to unit activities from District or other sources.

Organizes and maintains various administrative, confidential, reference and follow-up files; purges files as required.

Receives, sorts and distributes mail; prepares outgoing mail.

Maintains accurate records; prepares and updates a variety of periodic and special narrative, database, and statistical reports.

Processes time cards for the programs' or division's employees.

May attend meetings to provide secretarial support; may serve as secretary to committees.

QUALIFICATIONS

Knowledge of:

Standard office practices and procedures, including filing, receptionist and telephone techniques and the use of standard office equipment.

Functions and procedures related to the division or program to which assigned.

Business letter writing and the standard format for reports and correspondence.

Record keeping and filing principles and practices.

Computer applications related to the work, including word processing and basic spreadsheet applications.

Business arithmetic and basic statistical techniques.

Correct English usage, spelling, grammar and punctuation.

Techniques for dealing effectively with the public and District staff, in person and over the telephone.

Skill in:

Performing a wide variety of secretarial and office administrative duties requiring the use of independent judgment.

Interpreting, implementing and explaining policies, procedures, technical processes, and computer applications related to the division or program to which assigned.

Analyzing and resolving office administrative and procedural problems.

Performing detailed research and preparing reports and recommendations.

Composing correspondence and reports independently or from brief instructions.

Establishing and maintaining a records management system for the assigned organizational unit.

Compiling and maintaining accurate and complete records and reports.

Making mathematical computations quickly and accurately.
Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
Word processing at a speed of 50 words per minute from printed copy.
Rapid note taking and accurate transcription of own notes.
Using sound independent judgment within procedural guidelines.
May use digital camera to maintain files on student bus riders.
Establishing and maintaining cooperative working relationships with those contacted in the course of work.

Education:

Equivalent to graduation from high school, supplemented with post-secondary course work in business, office administration or a related field.

Experience:

Three years of office support, secretarial or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable.

License:

Specified positions may require possession of a valid California class C driver's license and a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

N: 12/68

R: 3/80

R: 5/83

R: 11/85

R: 2/97

R: 2/03