

SECRETARY II

Distinguishing Features of the Class: This position involves responsibility for performing highly complex clerical duties and administrative support tasks to further the overall work of the organization or program. Incumbents typically serve as secretaries to the head of a department or major division relieving them of administrative and business details and resolving day-to-day operational problems. This position is distinguished from that of Secretary I by virtue of its expanded scope of program support tasks and increased level of decision making. The work is performed under the general supervision of an administrator with considerable leeway allowed for the use of independent judgement in carrying out work assignments. Supervision may be exercised over the work of clerical subordinates. The incumbent does related work as required.

Typical Work Activities:

- Opens, reviews and distributes incoming mail in accordance with staff assignments, researches and attaches appropriate background material to correspondence;
- Prepares responses to letters concerning program, policies and procedures for own or supervisor's signature;
- Schedules and arranges meetings, conferences and appointments and assembles and coordinates background material;
- Coordinates the maintenance of and prepares agency financial, payroll, personnel and attendance records;
- Designs, sets up and maintains files of correspondence, documents and records;
- Transmits instructions from supervisor to appropriate staff orally, in writing, or electronically, and follows up to see that instructions are followed and deadlines are met;
- Screens callers or visitors to determine the nature of the inquiry, answers questions on established policy and procedures and/or refers to appropriate party or office;
- Prepares reports using statistical and narrative information;
- Attends meetings, takes minutes, prepares agendas, transcribes minutes, and prepares resolutions and determinations for distribution to all interested parties;
- Types correspondence, memoranda, reports and related material;
- Monitors expenditures to maintain budgetary controls;
- Orders office supplies and maintains inventory of supplies and equipment;
- Supervises clerical staff when assigned.

Full Performance Knowledge, Skills, Abilities and/or Personal Characteristics:

- Thorough knowledge of general office terminology, procedures and equipment;
- Thorough knowledge of business arithmetic and English;
- Good knowledge of the principles and techniques of office management and clerical processing;
- Good knowledge of the organization, functions, laws, policies, regulations, and terminology of the agency to which assigned;
- Ability to handle administrative details independently including the composition of letters and memoranda;

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- Ability to analyze and summarize information in both narrative and numerical form;
- Ability to design and maintain filing systems;
- Ability to maintain program accounts and budgetary data;
- Ability to supervise the work of others;
- Ability to operate an alphanumeric keyboard such as typewriter, word processor, or personal computer at an acceptable rate of speed;
- Be proficient in spreadsheets, databases and the internet;
- Ability to prepare and maintain records;
- Ability to express oneself clearly and concisely both orally and in writing;
- Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications: EITHER:

A.) Graduation from a regionally accredited or New York State registered college or university with an associate degree in secretarial science or related field and two years of clerical experience in an office setting which involved typing; **OR**

B.) Graduation from high school or possession of a high school equivalency diploma and four years of clerical experience in an office setting which involved typing; **OR**

C.) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

10/10/91

03/18/94

09/11/00

CLASS: COMPETITIVE