

## **SECRETARY II**

### **GENERAL DEFINITION**

This position involves confidential clerical and administrative duties which involve varied and moderately complex work methods and functions.

An employee in this class performs a variety of functions. Work normally involves the application of initiative and independent judgment to procedural questions which are encountered, although decisions made are limited by established precedents and County policies. Work is reviewed by a superior for content and accuracy. The employee, because of the nature and confidentiality of the subject frequently dealt with, is required to exercise discretion, independence and judgment.

### **EXAMPLES OF WORK**

Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.

Opens, reads, and disrupts mail; assembles related material for use by supervisor in answering mail; may answer routine inquiries requiring interpretations of departmental regulations. Prepares outgoing mail.

Greets visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.

Maintain scheduling and event calendars, takes minutes in conferences or meetings. Compose, type, and distribute meeting notes, routine correspondence, and reports.

Answer public inquiries, attempts to resolve complaints and refers more complex complaints to appropriate official.

Maintains files of personnel records, reports, documents, job bids, correspondence and other material.

Collect and disburse funds form cash accounts, and keep records of collections and disbursements.

Conduct searches to find needed information, using such sources as the Internet.

This job description shall include, but is not necessarily limited to, the above duties. May temporarily perform other duties assigned to maintain operations and services.

### **REQUIRED KNOWLEDGE, SKILL AND ABILITIES**

Considerable knowledge of business communications, spelling, punctuation and office procedures.

Ability to operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications. Operate electronic mail systems and coordinate the flow of information both internally and with other organizations.

Ability to meet and deal effectively with associates and the general public. Good interpersonal skills a must.

### **MINIMUM TRAINING AND EXPERIENCE**

Completion of high school diploma or equivalent and one to two years of secretarial and general clerical experience.

Or, any equivalent combination of acceptable training and experience.