



Administrative Secretary

JOB CHARACTERISTICS

Purpose

Provides advanced-level administrative support including program responsibility or the performance of complex, technical assignments; coordinates office activities; performs word processing and typing, transcription, stenographic, reception, administrative detail, liaison, lead direction, recordkeeping, and file maintenance duties. Performs related and other work as required all within the context of the City's Mission of providing responsive, cost effective, and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

Equipment, Methods & Guidelines

Typically uses microcomputer system, word processing and other software, computer terminal, telephone, typewriter, calculator, copy and facsimile machines; may use transcription equipment. Reference materials include policies and procedures, administrative directives, departmental instructions, and user manuals.

Working Conditions

Work is generally performed in an office setting. Some positions involve evening public meetings, which extend hours of work beyond the normal workday. Work includes pressure generated by frequent interruptions, deadlines, complaints, and peak workload periods.

Physical Demands

Work may include prolonged sitting, as well as moderate lifting, reaching, stooping, pulling, and pushing activities; manual dexterity; clear speech; and visual and hearing acuity.

Supervisory Guidance Received/Given

Supervision received focuses on identification of general objectives rather than techniques for accomplishing objectives. Supervision given may involve coordinating clerical workflow, providing lead direction of job activities to full-time clerical support staff, and prescribing general and detailed methods.

Allocation Factors/Distinctions

A highly experienced level secretarial class including overall office coordination and assigned program responsibility or the performance of technical assignments.

EXAMPLES OF DUTIES

1. Types drafts and finished documents of a variety of materials from written or oral instruction, shorthand or transcription equipment, including correspondence, reports, charts, and other materials that may be technical or may include confidential information.
2. Takes dictation, which may include minutes of informal or public meetings, and transcribes shorthand notes or machine dictation into finished documents.
3. Composes routine correspondence on own initiative, or from brief notes or oral instructions. Initiates correspondence required for own area of responsibility.
4. Proofreads typed or printed work and checks records and reports for grammatical construction, completeness, clerical and typing accuracy, and for compliance with established standards and special instruction.

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5. Responds to questions regarding departmental policies, procedures, and practices, ensuring the appropriate distribution and release of information designated as confidential.
6. Prepares reports where the information may be gathered from several sources or may be difficult to organize and compile; searches records and provides factual data from information on file.
7. Coordinates overall office activities and workflow; performs administrative detail, such as coordinating and scheduling activities related to assigned program responsibility; coordinates activities to ensure timely submission of documents or information that may be required of several staff personnel to complete a major project; and acts as liaison between departments and other agencies.
8. May participate in the interview and selection of full-time clerical employees; may provide lead direction and training to a group of full-time clerical employees; may provide input regarding performance for employee evaluations.
9. Arranges meetings and schedules appointments; receives visitors and calls for information requests, directing caller or relaying information to the appropriate parties; makes travel arrangements and conference reservations; may open, sort and distribute mail; monitors office supplies and maintains designated levels.
10. May provide administrative support in departmental budget preparation and budget monitoring activities.
11. Establishes and maintains logs, filing and other recordkeeping systems.
12. For relief or training purposes, may be assigned clerical or secretarial activities of other personnel.
13. Promotes the City's Mission to make Concord a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Values Statement adopted by the City.
14. Performs other work as assigned.

DESIRABLE QUALIFICATIONS

Knowledge and Abilities

Advanced knowledge of modern office procedures and practices; of modern computer word processing, office, electronic mail and calendar software applications; of correct punctuation, spelling, and grammatical usage, together with a good vocabulary; of filing, indexing, and cross-referencing methods; of the types and uses of common office materials and machines; of program area or technical activities to which assigned.

Ability to organize and coordinate an office's activities; compose correspondence; perform independent research of a variety of office and technical issues; prepare and maintain accurate records and reports; to make simple arithmetical calculations; to perform administrative detail and liaison activities; to direct the work of others; to learn and develop recommendations regarding the policies and procedures pertaining to the work; to perform and coordinate both highly complex and routine clerical work; to pay close attention to technical detail while coordinating and performing multiple activities; to work effectively under pressure and with frequent interruptions; to understand and carry out oral and written instructions; and to establish and maintain cooperative and effective relationships with those contacted in the course of work.

Typing and Stenographic Skills

Ability to type at a speed of 55 words per minute (net) from clear printed copy. Selected positions in this class require ability to take dictation at a rate of 100 words per minute and to transcribe it accurately.

Education/Experience

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities would be qualifying. Generally, this will require:

Education: Satisfactory completion of high school or the equivalent, supplemented by completion of specialized secretarial or clerical coursework

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Experience: Four years of responsible secretarial work, including public contact and preferably including experience related to assigned program area or technical activities.

Other Requirements

Selected positions require a California Driver's License and satisfactory driving record as a condition of initial and continued employment.