

# SECRETARY

Job Code	Pay Grade
11112	CL10

## Nature of Work

This is independent and complex secretarial work with administrative support responsibilities that may involve supervisory duties. An employee in this class is responsible for providing a variety of secretarial and office support services to include the interpretation of policies and regulations, as well as composing correspondence which requires a working knowledge of the department. This level position is usually assigned to a department director or provides direct support to a specialized council, board or committee. Duties include the receipt and disposition of office calls, visitors and mail and may include the accurate recording and transcription of oral dictation utilizing stenography and/or tape recording equipment. Work may involve responsibility for providing lead supervision to other employees and monitoring of quantity and quality of work output.

## Minimum Qualification Requirements

- 3 years of experience performing secretarial and varied office support work utilizing modern word processing equipment; or
- Associate's degree plus 1 year of experience as described above; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Composes letters for signature and follows up to ensure timely results or actions.
- Maintains and generates complex fiscal, purchasing, operating, personnel, payroll and activity reports utilizing automated systems.
- Keeps appointment calendars, schedules appointments, advises supervisors of important meetings and researches and assembles information.
- Receives and screens callers, gives information on office operations and refers callers to other officials or departments.
- Develops and oversees records management controls; develops procedures, either automated or manual, and trains staff in usage.
- Takes minutes of conferences, meetings or other official functions and assembles departmental items for meetings or agendas.
- Researches and assembles contracts and independently produces drafts and accurate final copies of reports, documents, forms and memoranda requiring the skilled operation of a typewriter, CRT computer terminal, word processing and related office equipment.
- Sets up files and files correspondence, agency records and related materials.
- May record and transcribe oral dictation utilizing stenography or tape recording equipment; reviews work products for context, accuracy, punctuation, grammar, spacing and general appearance.
- May perform data processing related duties including using available statistical packages or multi-function software, encoding data, and routine computer terminal operations.
- Relieves management of administrative detail by advising employees and the public on departmental operations, policies and procedures.
- Coordinates the activities of volunteer personnel as needed within the section or department.
- Performs related work as assigned or required.

## SECRETARY (continued)

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### Knowledge, Skills, and Abilities

- Knowledge of business English, spelling, punctuation, arithmetic and office practices, procedures and equipment.
- Knowledge of the principles of office management and supervision.
- Skill in the use of shorthand as required by area of assignment.
- Skill in the operation of modern office equipment such as a word processor, typewriter, CRT/PC terminal and calculator.
- Skill in recording and accurately transcribing oral dictation using stenography or tape recording equipment.
- Ability to apply computer applications and software.
- Ability to rapidly acquire knowledge of administrative and procedural regulations and work independently on complex and confidential administrative tasks.
- Ability to compose effective and accurate correspondence, deal with non-routine matters without recourse to supervisors, make decisions in accordance with rules, regulations or policies and deal with the public in an effective and courteous manner.

For official use only

Revised	EEOC Code	Overtime Code
2/08	Administrative Support	Classified