

OFFICE SECRETARY**DEFINITION:**

Under direction, performs secretarial work of considerable difficulty and complexity in various County office settings; performs quasi-administrative/analytical and office technical work within the secretarial role; may be responsible for clerical office management and/or may supervise a small group of other clerical/technical employees as a related, but not definitive, duty; and does related or other work as required in accordance with Rule 3, Section 3, of the Civil Service Rules.

CLASS CHARACTERISTICS:

This is the full working-level class in the Office Secretary series. Positions must meet specific criteria for allocation to this class and are not multi-allocated with other levels in the series. Incumbents in this class usually perform secretarial work for a high-level management employee. Consequently, the level of secretarial work expected of incumbents is greatly impacted by the management focus and related advanced nature of the assignments. Incumbents are expected to apply substantial initiative and independent judgment to their work, which also includes quasi-administrative/analytical duties.

This class differs from the class of Office Technician/Coordinator because the primary role of and incumbent in this class is secretarial, while an Office Technician/Coordinator performs broader office management duties that require advanced knowledge of multiple specialized programs or functions. This class differs from that of Office Supervisor, because the primary role of incumbents in that class is to be a first-level supervisor for a medium to large clerical unit, generally with limited technical/administrative responsibilities. This class differs from the class of Administrative Secretary because incumbents in that class usually provide highly advanced secretarial and quasi-administrative/analytical duties for a Senior Manager (administrator) and may also have substantial first-line supervisory responsibilities.

TYPICAL DUTIES:

1. Performs full secretarial support, usually to one or more managers within a department, division or work unit; acts as a liaison between the manager(s) and staff and may represent management in sensitive and confidential situations; develops and recommends procedures applicable to areas of assignment; develops and implements systems for improving the efficiency and effectiveness of assigned operations; monitors deadlines and calendars as assigned and develops/maintains control and tracking systems; arranges and coordinates complex meetings, seminars or classes; arranges for travel transportation; may coordinate and/or perform limited aspects of budget administration.
2. Receives and screens visitors and calls, using substantial judgment in their disposition; interprets and explains specialized and complex information regarding established rules, regulations, policies, procedures and technical office operations to managers, patients, clients, outside agencies and others; researches difficult and complex issues; obtains information from managers, staff, patients, clients, and others; identifies and seeks to meet customer needs, maintaining tact and diplomacy and using good judgment regarding sensitive/confidential matters; provides customer service in a calm, helpful and effective manner.
3. Relieves superior of quasi-administrative/analytical duties in areas such as

personnel management, payroll, purchasing, inventory, systems maintenance and/or similar functions; gathers, analyzes and maintains specialized and complex information related to office administrative operations, including administration of the budget; reviews and analyzes complex legal, custody, health care and other administrative records to identify needed information; researches, compiles, maintains and processes statistical, financial and/or other numerical data to support highly specialized office functions; may perform highly-advanced clerical accounting duties.

4. Prepares a variety of difficult and complex reports, letters, resolutions and other documents with substantial independence, utilizing a highly advanced knowledge of specialized subject matter; develops and maintains complex spreadsheets and databases, either by hand or computer; maintains data and develops reports for budget and other purposes.
5. Develops and maintains specialized filing systems, including coding and indexing various records and/or legal documents; prepares master lists and control files.
6. Applies internal and external laws, regulations, ordinances and policies as they relate to assigned responsibilities; may produce and/or issue complex documents and complete complex forms for the purpose of documenting specialized program-related information.
7. As an incidental duty, may supervise a small group of clerical and/or technical employees; provides training as assigned; develops, organizes and distributes training materials as appropriate.

MINIMUM QUALIFICATIONS:

(Special Note: For positions reclassified to this class as part of Classification Studies #01-18 and #02-08, the incumbents occupying those positions on the effective date that the study is implemented by the Board of Supervisors shall be deemed to meet the minimum qualifications for the class.)

Either I

Experience: One year of work at a level equal to or higher than Office Assistant Specialist in San Joaquin County service.

Or II

Experience: Two years of work at a level equal to or higher than Senior Office Assistant in San Joaquin County service.

Or III

Experience: Four years of general clerical, secretarial and/or office technical work, including at least two years performing duties at or above a full-journey level.

Substitutions: a) One year of business training in an approved vocational training program may substitute for one year of the above-required experience; or b) Completion of 30 semester/45 quarter credit units at an accredited college or university may substitute for one year of the above-required experience.

And

Certificates: If required by the nature of the assignment, 1) possession of acceptable typing/keyboarding or other certification of ability to input data at the rate of 45 words per minute; and/or 2) possession of an acceptable proficiency certificate in one or more computer software programs.

Special Requirement: Most positions require the ability to use computers and/or word processing equipment. If required by the nature of the assignment, demonstrated general or software-specific computer proficiency may be required prior to appointment.

Knowledge of: Advanced secretarial and other office practices and procedures, including office management; principles and practices of prioritizing, planning and organizing work; advanced clerical practices related to personnel management, payroll, labor relations, purchasing, inventory control, clerical accounting, and systems development/maintenance; advanced clerical methods of researching, gathering, organizing and reporting data; fundamental analytical principles and processes; personal computer systems and general office computer software; public relations techniques; advanced interviewing techniques; advanced filing and record keeping systems; complex correspondence and report formats; advanced clerical accounting methods and practices; principles of training and supervision.

Ability to: Provide secretarial support to managers and other high-level staff; perform quasi-administrative/analytical work related to assist management with various specialized office activities; research, interpret, and apply complex laws/regulations, court orders, program policies/procedures, and third-party rules/requirements related to areas such as personnel management, payroll, labor relations, purchasing, inventory control, clerical accounting and systems development/maintenance; evaluate and establish priorities; gather, organize, input and maintain complex information, including financial or program-specific data; provide/obtain detailed information to/from others as appropriate, including confidential and/or otherwise sensitive information; utilize advanced office procedures and equipment; follow complex oral and written procedures and directions; establish and maintain effective working relationships with others, even in difficult situations; communicate effectively with others; write clearly and legibly; perform advanced arithmetical operations; lead or supervise others.

Physical/Mental Requirements: Mobility—frequent operation of a data entry device, repetitive motion, sitting for long periods, walking; occasional standing, pushing, pulling, bending, squatting, climbing; Lifting—frequently 5 pounds or less; occasionally 5 to 30 pounds; Visual—constant good overall vision and reading/close-up work; frequent color perception and use of eye/hand coordination; occasional use of depth perception and peripheral vision; Hearing/Talking—frequent hearing of normal speech, hearing/talking on the telephone, talking in person; Emotional/Psychological—frequent decision making, concentration, and public contact; Special Requirements--some assignments may require working weekends, nights, and/or occasional overtime; Environmental—occasional exposure to varied weather conditions.

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