

EXECUTIVE SECRETARY TO COMMISSIONER OF  
SENIOR PROGRAMS AND SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Commissioner, the incumbent of this position performs executive secretarial tasks, relieving the Commissioner of administrative detail by receiving and handling inquiries, complaints, and requests related to departmental activities from other County department heads, local and state officials, the press, and the general public. The incumbent is appointed by the Commissioner and serves at the discretion of the Commissioner. The incumbent may also serve as office manager for the department, ensuring orderly and efficient administrative and clerical support. Supervision may be exercised over clerical and secretarial support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs all executive secretarial tasks for the Commissioner of Senior Programs and Services and administrative staff as required, including transcribing and proofreading confidential correspondence, preparing reports and minutes of meetings, scheduling appointments and maintaining confidential files and other essential material;

Maintains calendar of appointments for the Commissioner, ensuring the Commissioner is apprised of all appointments and changes as well as matters requiring immediate attention;

Develops and maintains all office support procedures both directly and through supervision of staff to ensure that clerical support tasks are performed in a timely and efficient manner and for effective office management;

Maintains all files for the Commissioner and some administrative staff; ensuring that material is properly marked and accessible for immediate use by the Commissioner and/or staff;

Coordinates and directly supervises the activities of the administrative support staff to ensure equitable distribution of workload, adequate telephone coverage during absences, office protocol and information flow among departmental staff; makes recommendations to the Commissioner to improve office practices and procedures and is responsible for their implementation;

Screens complaints and inquiries from employees, public officials, the press and the general public addressed to the Commissioner; gathers appropriate material from the Commissioner and administrative staff to respond to routine inquiries and routes more complex inquiries along with support documentation to department staff as appropriate;

Opens and screens mail addressed to the Commissioner and some administrative staff; answers routine mail independently and routes other mail with background material as necessary;

Monitors progress of departmental assignments, ensuring that responses are timely and in accordance with established office and department policy and procedure;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Coordinates all travel arrangements for the Commissioner and staff as required;

Coordinates the work flow of Department-wide assignments and insures the proper integration of all clerical, typing and professional resources;

Coordinates the scheduling of regular staff meetings, gathering agenda items and materials as required and preparing and distributing the finalized agenda;

Exercises overall responsibility for the supervision of general office procedures and automated office procedures and assists in developing recommendations for improvements to same;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and/or database software in performing work assignments;

Performs special and confidential assignments as required.

DESIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of responsibilities of an executive secretary; good knowledge of secretarial skills, including business English, stenography, business arithmetic; ability to compose and edit letters and memoranda; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and/or database software; ability to type at a speed of not less than 35 words per minute; ability to comprehend the varied activities of a large department sufficiently to handle the mass of items passing through the department; initiative; tact; poise; neat personal appearance; physical condition commensurate with the requirements of the position.

DESIRED TRAINING AND EXPERIENCE: High school diploma or equivalency and seven years of administrative support, office management and/or secretarial experience, which must have included two years using word processing equipment.

SUBSTITUTION: Satisfactory completion of 30 credits\* at a recognized college or business school may be substituted for each year of the above stated experience.