

EXECUTIVE SECRETARY TO THE COMMISSIONER OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Commissioner of Social Services, 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 of Social Services and serves at the discretion of the Commissioner. This position must exercise a considerable amount of independent judgment in providing effective 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, including transcribing and proofreading confidential correspondence, preparing reports and minutes of meetings, scheduling appointments and maintaining confidential files and other material essential for use by the Commissioner;

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

Maintains calendar for key management staff, ensuring that office is properly covered;

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 other administrative staff to respond to routine inquiries and routes more complex inquiries along with support documentation to department staff as appropriate;

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 department staff;

Processes records and forms, requisitions office supplies, and performs other administrative support procedures for effective office management;

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

Maintains all files for the Commissioner, ensuring that material is properly marked and accessible for immediate use by the Commissioner;

Coordinates all travel arrangements for the Commissioner;

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

Arranges appropriate training for clerical staff, ensuring proficiency in the use of office equipment;

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;

Coordinates vacation schedules among administrative support staff to ensure that adequate secretarial coverage is provided;

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 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 Commissioner's office; 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 either: (a) seven years of administrative, office management and/or secretarial experience, which must have included two years using word processing equipment; or (b) satisfactory completion of 30 credits* at a recognized college or business school may be substituted for each year of the above stated experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.