

## SECRETARY I (WORD PROCESSING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position performs secretarial and word processing services, relieving superiors of administrative details. This class regularly exercises independent judgment based on knowledge of County and/or department operations, policies and procedures, determines priority of work, channels work to appropriate staff members, monitors progress of work, meets deadlines, and accomplishes work with minimal supervision. This level is distinguished from Office Assistant (Word Processing) in that incumbents work as an administrative secretary and office manager, performing a wide variety of tasks that vary based on departmental assignment. This level is distinguished from Secretary II by assignment to senior level managers, below the Deputy Commissioner level, where responsibilities are typically limited to a significant division, section or segment of a county department. Supervision may be exercised over subordinate office support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Relieves superiors of details not requiring their personal attention by the use of discretion, tact and a comprehensive knowledge of department procedures and policies;

Provides information regarding established policies, procedures and practices to employees, patients, clients, students, the public and others, answering questions in person, over the phone, via e-mail, etc.;

Composes, prepares and data enters important and confidential correspondence, reports, charts, contracts, etc., such as budget documents, contracts, employee personnel and payroll records, requisitions, invoices, etc. using various automated systems and applications and using appropriate formatting techniques;

Accesses supervisors e-mail and calendar to respond to inquires, provide information, arrange appointments, schedule meetings, make travel arrangements, and prepare and disseminate materials as required;

Follows established policies and procedures in preparing, processing, reviewing and evaluating a variety of recurring documents, forms, requests, etc., and prepares them for approval; may sign off on and process in the absence of their immediate supervisor as delegated;

Compiles or researches data and prepares reports, both manually and by use of automated information systems;

Prioritizes, plans, and assigns work to appropriate staff to ensure satisfactory and timely completion;

Identifies work lending itself to word processing or personal computer equipment and evaluates methods and procedures to best utilize and streamline work flow, including the review of equipment and software capabilities, as well as the use of standardized and electronic forms;

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

May perform internal administrative support tasks such as personnel interviewing, processing, reviewing and approving personnel, payroll and/or time and leave records and forms, departmental budget preparation and control, and the requisitioning of office supplies;

Answers telephone, responds to requests for information, and directs inquiries to appropriate staff member;

Opens and screens mail and e-mail, and answers it independently or routes it with background material as necessary;

Handles other correspondence independently as delegated, or from brief direction;

Performs a variety of complex word processing, office support, and clerical tasks;

Maintains departmental files, records, mailing lists and other source documents in accordance with departmental procedures;

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

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of English, spelling, grammar and punctuation; good knowledge of modern office practices and procedures and the use of automated office support services and equipment including word processing and personal computers; good knowledge of office record keeping practices; good knowledge of the capability of word processing and personal computer equipment to produce various formats such as correspondence, reports, tables, charts, and to file and retrieve information; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to produce printed copy which is neat, accurate and conforms with standard English usage; ability to communicate effectively both orally and in writing; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to understand and carry out complex oral and written directions; ability to deal effectively with others; tact; accuracy; resourcefulness; initiative; neat personal appearance; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) four years of experience where the primary function of the position was the performance of secretarial functions, two years of which involved the use of word processing and other automated systems; or (b) graduation from an approved secretarial or business school\* and three years experience as stated in (a) which must include the two years of specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

SUBSTITUTION: Satisfactory completion of 30 credits\* at a recognized college or university, or its equivalent in course hours from an approved institution or office software manufacturer (i.e. Microsoft), may be substituted on a year for year basis for up to two years of the above experience, exclusive of the specialized word processing experience. Completion of 6 credits\* in Word Processing coursework at a recognized college or university may be substituted for one year of the specialized word processing experience. All coursework must be verified by official transcript.

\*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 Education Department as a post-secondary, degree-granting institution.

NOTE: Data entry experience may not be substituted for the required word processing experience.