

SECRETARY II

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position uses considerable independent action and judgment in the performance of executive secretarial work consisting of complex administrative support and word processing assignments. This level is distinguished from the Secretary I level by the assignment to positions at the Deputy Commissioner level that typically have department-wide responsibilities and act for and on behalf of the Commissioner. Due to their assignment, the Secretary II regularly establishes and maintains frequent and sensitive contacts with other high level staff in county departments as well as in the private sector, and has access to highly sensitive and confidential materials. In addition, this position is distinguished from lower level secretarial positions by the degree of participation in department-wide operations of a county department and the nature and complexity of assignments. Supervision is exercised over the work of clerical and support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Relieves executive level management of details that do not require their personal attention by the use of discretion, tact and a comprehensive knowledge of departmental procedures and policies; may interpret established procedures, practices and processes to departmental staff, the public, etc., and in answering questions via telephone, mail, e-mail, or in person;

Accesses and prepares materials that are highly confidential, sensitive and non-repetitive in nature, such as program proposals, strategic initiatives, disciplinary matters, etc., using word processing equipment and/or a typewriter; works with and is expected to be proficient in the use of a variety of automated office applications such as Microsoft Word, PowerPoint, Excel, etc. as well as other department-specific applications to make complicated charts, word processing documents and to keep detailed logs of departmental events, various approvals, schedules, etc;

Plans, assigns and ensures completion of the work of clerical employees; takes corrective action to ensure that problems with assignments are handled and dealt with in a manner with the least amount of disruption to departmental operations;

Responds to inquiries, complaints and requests concerning department activities; composes original correspondence to address issues, and keeps detailed records of any issues personally addressed;

Performs 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, the requisitioning of office supplies, actively participates in the selection of clerical support staff;

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 various 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;

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

Compiles or researches data and prepares reports regarding department, division, unit and program activities, detailing findings as directed; may provide recommendations to increase efficiency of operations, program services, etc.;

Arranges appointments and meetings, and prepares materials for them; may takes notes of meetings and hearings and prepare the minutes;

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 administrative support, word processing and clerical tasks;

Maintains and directs the maintenance of files, records, mailing lists and other source documents, both general and confidential, 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 needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the responsibilities of an executive secretary; thorough knowledge of general business terminology, procedures and equipment; thorough knowledge of business English and arithmetic; good knowledge of supervisory principles and techniques; ability to compose and edit important letters and memoranda; ability to understand and carry out complex oral and written directions; ability to deal effectively with County officials and the public; accuracy; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; resourcefulness; initiative; tact; good judgment; discretion; neat personal appearance; physical condition commensurate with the demands of the position.

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

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

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