

## COUNTY OF SOLANO

### ADMINISTRATIVE SECRETARY

Rev. 12/05

#### **DEFINITION**

Under direction, provides responsible administrative support to the daily operations of a division manager, department head, or superior; handles a variety of sensitive and/or complex administrative matters using independent judgment in applying established practices and procedures; performs a wide variety of clerical, secretarial, and word processing duties; types, files, and distributes a variety of documents; responds to requests for information from board members, supervisory staff or public; performs related duties as required.

#### **CLASS CHARACTERISTICS**

This class is characterized by the performance of a variety of complex administrative support duties as a primary and continuing part of assigned responsibility to division manager or superior. Incumbents may be responsible for on-going or re-occurring projects, supervising the work of clerical support staff, and/or secretarial work which require the application of specialized knowledge (such as document preparation and processing procedures). Incumbents have broad latitude in decision making and frequently make decisions without review. Positions allocated to this class are distinguished from other clerical occupations by the former's on-going support relationship with a managerial position for which the Administrative Secretary relieves of administrative detail.

#### **EXAMPLES OF DUTIES**

Depending on assignment, duties may include, but are not limited to the following:

1. Serves as primary administrative support to a division manager or superior; complies, composes, proofreads and edits routine and non-routine reports, correspondence, forms, formal minutes or meeting notes and/or other narrative or statistical documents; prepares documents; selects appropriate document formats; gathers information necessary for document composition, meetings, and/or presentations; receives direction regarding or determines document content, distribution and preparation priority; determines work priorities based on file notations, document content, office procedures and/or other guidelines; proofs and/or corrects copy for grammar, spelling, punctuation and conformance to established procedures and/or other guidelines; makes, collates and files copies of documents; prepares envelopes and/or mailing labels; composes and prepares for signature routine letters/notices, resolutions, and agendas.
2. Screens calls; takes and relays inquiries and messages; evaluates informational needs of callers; directs people or transfers calls to appropriate parties or offices; calls people to request, update or verify information; provides procedural program information; explains policies, procedures, codes and/or regulations; arranges schedules of appointments, meetings and conferences.

3. Develops and/or maintains manual or automated files and record-keeping systems; maintains manuals by changing pages and/or making necessary notations; updates and/or purges files in accordance with procedures; uses and maintains cross reference, tickler and/or suspense files; conducts file searches to locate misplaced items or information; prepares new file folders; reviews information contained in files for completeness and accuracy.
4. Processes documents and correspondence determining proper routing based on subject or content; receives and prioritizes mail and other communications; ensures distribution/routing of documents, pamphlets and circulars to staff and others needing access to such information; determines methods of processing/delivery of communications or materials; coordinates and expedites dispatch of correspondence, materials or supplies; decides whom to notify of an official action and/or regulation/law change; selects appropriate procedures to carry out directives.
5. Copies, compiles, collates, transcribes, files, and posts data and/or information following a schema or plan for the purpose of recording, referencing, describing, or reporting information for work assignments or advising others; records, files, enters, and/or stores data and information such as that associated with financial statements, non-routine correspondence, product specifications, marketing surveys, technical operating manuals, materials utilization schedules, inventory utilization schedules, procedures, policies, methods, explanations, and guidelines.
6. Evaluates information; defines actual or probable consequences; considers alternatives relative to these consequences; uses discretion in selecting alternatives.
7. Performs data entry into specialized computer systems used to track and log various activities; uses a variety of software applications (e.g., word processors, databases, spreadsheets, presentations) to complete work.
8. May be assigned responsibilities in processing payroll/personnel actions, inventory control, purchasing of supplies, maintaining logs or status records, receiving revenue, monitoring segments of expenditure reports, assisting in budget development, procedural/systems review, or monitoring legislative activities; may perform supervisory activities over other clerical personnel and operations; may coordinate employee training by informing, registering, posting, distributing and monitoring attendance of staff.

## **QUALIFICATION GUIDELINES**

### **EDUCATION AND/OR EXPERIENCE**

#### **Experience:**

Three (3) years of full-time work experience in an administrative capacity supporting a professional or management position, including three (3) months experience working with and supporting a management or professional position that demonstrates possession of and competency in the requisite knowledge and abilities.

**OR**

Three (3) years of full-time work experience as an Office Assistant III in Solano County.

**Education/Training:**

High school diploma or GED

**KNOWLEDGE/SKILLS/ABILITIES**

Thorough knowledge of secretarial and office methods, procedures, and techniques including public contact, manual and automated filing systems, information storage and retrieval systems, business correspondence, report writing, minute and agenda preparation, and correct English usage; standard operating policies, procedures and administrative structure.

Working knowledge of the functions and clerical operations typical of the department to which assigned; conduct and role of a secretary to formal board; hearing process.

Ability to interpret and apply rules, regulations, policies and procedures applicable to assignment; take initiative and responsibility in performing the tasks associated with department program needs; take and transcribe minutes; prepare a synopsis of general discussions including all relevant items; exercise judgment in reflecting the intent of the board or commission; exercise tact and discretion in dealing with the public and handling of sensitive information; use correct English grammar, punctuation and spelling; proofread, develop, and compose correspondence and routine reports independently; communicate effectively both verbally and in writing; meet the public in situations requiring diplomacy; research technical information; process and maintain documents and materials; understand and carry out written and/or verbal directions; establish and maintain effective working relationships with others; determine the appropriate course of action in emergency or stressful situations; prepare narrative and statistical reports; secure cooperation and teamwork among professional and/or support staff; maintain accurate records and document actions taken; organize and prioritize work assignments; make routine arithmetical calculations; maintain confidentiality of information; recognize and respect limit of authority and responsibility; use word processing, spreadsheet, database and/or desktop publishing software.

**SPECIAL REQUIREMENTS**

None.

**SUPPLEMENTAL INFORMATION**

Positions allocated to this class may require specific operational knowledge.

Recruiting requirements may be set to test shorthand and/or transcription speed; however, these skills are not the primary areas to be measured in the selection process.

Applicants are required to demonstrate intermediate word processing skills through the passing of a County approved test.

Independent travel may be required.

Some positions in this class may include duties which provide access to communications affecting formal employer/employee relations; therefore in accordance with provisions of California Government Code Section 3500 at seq., the incumbents in such designated positions will be considered a confidential employee.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require visual perception and discrimination. Some tasks require oral communications abilities.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

Solano County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Solano County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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Yolanda Irigon  
Director of Human Resources

**BOS Date:** June 1999  
**CSC Rev. Date:** December 14, 2005