SECRETARY I

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing administrative support in an office and increasing the effectiveness of program staff by performing tasks, which fall into four broad categories: communication, coordination, organization and records maintenance. An incumbent in this class establishes office procedures, maintains efficient work flow, resolves day-to-day operational problems and designs office filing systems. This class is distinguished from Secretary II in that the scope of duties and independence of operation is more limited; assignments are given with some instruction and work is generally reviewed. Work is performed under the general supervision of the department head or program director. Supervision may be exercised over the work of clerical staff.

A Secretary I also does related work as required.

EXAMPLES OF WORK: (Illustrative only)

Opens, reviews, sorts and distributes mail in accordance with staff assignments;

Reviews incoming correspondence and reports to determine their significance, makes recommendations to manager or refers to appropriate person for reply;

Gathers data relevant to complex or unusual inquiries in order to provide a basis for a reply or a decision and/or drafts the reply;

Answers the telephone, responds to questions concerning program, policy or procedures and refers most complex technical questions to appropriate staff member;

Monitors and tracks status of program activities;

Prepares response to letters concerning program, policies and procedures for own or supervisor's signature;

Reviews outgoing correspondence for proper grammatical usage, clarity, factual correctness, compliance with policy, program information and conformance to instructions;

Designs, sets up and maintains files of correspondence and documents;

Schedules meetings and maintains calendar;

Makes travel arrangements and prepares travel vouchers;

Assembles and coordinates background materials for meetings and conferences and prepares summary of conclusions;

Transmits instructions from supervisor to appropriate staff orally, in writing or electronically and follows up to see that instructions are followed and deadlines are met;

Prepares reports using statistical and narrative information;

Orients staff to office and agency procedures;

Operates alphanumeric keyboard to produce correspondence, reports, forms, charts and other material;

Maintains inventories and requisitions office supplies;

May supervise clerical staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures and equipment; good knowledge of proper grammatical usage, punctuation and spelling; good knowledge of the organization and functions of the agency or program to which assigned; ability to handle routine administrative details independently, including the composition of letters and memoranda; ability to establish and maintain cooperative working relationships; ability to organize office operations; ability to plan and supervise the work of others; ability to understand and carry out complex oral and written instructions; ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed; ability to perform close detail work involving considerable visual effort and strain; industry and initiative; confidentiality; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in secretarial science or closely related field and two (2) years of clerical experience which shall have involved typing using a typewriter, word processor or personal computer; **or**

(b) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in any field and two (2) years of clerical experience which shall have involved typing using a typewriter, word processor or personal computer; **or**

(c) Graduation from high school or possession of an equivalency diploma and four (4) years of clerical experience which shall have involved typing using a typewriter, word processor or personal computer.

ADOPTED: OCTOBER 16, 1992
CSC Mtg.

REVISED: SEPTEMBER 19, 2013
CSC Mtg.

CLASSIFICATION: Competitive