

# **SANTA CRUZ COUNTY OFFICE OF EDUCATION**

## **SECRETARY**

### **DEFINITION**

Under general supervision, to perform a variety of general secretarial and clerical support duties in support of an assigned office; to provide word processing and data entry support; and to provide general information and assistance to students, faculty, staff, parents, and the general public.

### **SUPERVISION EXERCISED**

Exercise no supervision.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Perform a variety of secretarial and clerical duties in support of assigned office; type and proofread a wide variety of reports, letters, and memoranda from rough draft, verbal instructions or transcribing machine recordings using various software applications; may compose routine letters and reports as assigned.

Assist in the development of forms, worksheets, and record keeping systems for the collection, dissemination, and maintenance of appropriate unit, department, or program information.

Prepare, verify, and review forms and reports for completeness and conformance with established regulations, policies, and procedures; complete a variety of forms.

Arrange and schedule a variety of meetings; notify participants; confirm dates and times; reserve conference sites; prepare appropriate materials.

Maintain accurate and detailed calendar of events, due dates, and schedules as they relate to assigned programs.

Monitor special projects, assignments, and activities for assigned unit, department, or program.

Compile data and maintain statistical records and prepare summary reports.

Receive calls and visitors; respond to general complaints and requests for information from the faculty, staff, and the general public; interpret basic program services, policies, rules, and regulations in response to inquiries and complaints; assist in the resolution of concerns and complaints; refer inquiries to appropriate staff; route calls and take messages as appropriate.

Receive, open, review, sort, date stamp, and distribute office mail; review correspondence directed to assigned staff; prepare written responses as directed.

Establish and maintain a complete set of record keeping systems including logs, calendars, chronological records, forms, and reports to ensure accuracy and easy retrieval; maintain and update resource materials; maintain mailing lists.

Perform clerical accounting duties including to monitor assigned budgets; make necessary budget adjustments as requested and prepare appropriate document to achieve required results.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)**

Participate in maintaining supply levels; order, store, and issue supplies and materials pertinent to the functions of assigned operational unit.

Prepare packets of information and data-gathering materials for assigned program area; duplicate, collate, and distribute materials.

Operate standard office machines and equipment including word processors, typewriters, printers, copiers, calculators, and FAX machines.

Attend and participate in staff meetings and in-services activities; attend workshops, conference, and classes to increase professional knowledge.

May review employee time and attendance for accuracy prior to signature by designated management employee.

**OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Modern office procedures, methods, and equipment including computer equipment.

English usage, spelling, vocabulary, grammar, and punctuation.

Principles and practices of basic business letter writing and report preparation.

Principles and procedures of record keeping; basic mathematical principles.

Principles and techniques used in dealing with the public.

Word processing methods, techniques, and programs. Practices used in minute taking and preparation.

**Skill and Ability to:**

Operate modern office equipment including computer equipment.

Type at a speed necessary for successful job performance.

Learn the procedures, functions, and limitations of assigned position.

Learn, interpret, and apply pertinent federal, state, and local laws, codes, and regulations including administrative and departmental policies and procedures.

Perform responsible secretarial and clerical work with accuracy, speed, and minimal supervision.

Work under direct supervision within a well-defined framework of standard policies and procedures.

Understand the organization and operation of the assigned department and the County Office necessary to assume assigned responsibilities.

**Skill and Ability to (Continued):**

Respond to requests and inquiries from the general public. Maintain complete records and files.

Perform mathematical computations quickly and accurately.

Compile and tabulate data and information.

Prepare summaries and reports. Plan and organize work to meet schedules and timelines. Understand and follow oral and written instructions.

Exercise good judgment; flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Education:**

Equivalent to completion of the twelfth grade. Specialized secretarial course work in office practices.

**Experience:**

One year of responsible secretarial experience.

**SPECIAL REQUIREMENTS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Approval Date:** January, 1994.

**Revised:** May 18, 2010