

CLASS SPECIFICATION

Executive Secretary
Code Number: _____

GENERAL PURPOSE

Under general direction, performs a wide variety of highly responsible, complex, sensitive and confidential office administrative and secretarial support functions for Directors and other top managers in a major Commission section; may supervise the work of other office support staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in these classes provide complex, diverse and confidential secretarial, administrative and support services to Directors and other executives. Incumbents operate in an environment characterized by involvement in broad Commission-wide issues and interaction with Commission members and top executives, elected officials, top executives of other agencies and professional groups on complex and sensitive matters.

Executive Secretary is distinguished from lower-level administrative and office support classes in that incumbents perform administrative and secretarial support services for Directors and other top Commission executives, dealing with more complex, Commission-wide issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Provides confidential secretarial and administrative support to Directors and other top Commission executives; types and/or drafts Commission agenda materials, memoranda, correspondence, reports, contracts, agreements, presentation and overhead materials, forms, technical reports, public announcements and other documents ranging from routine to complex; types from drafts, notes, dictation or brief oral instructions, using word processing software; proofreads and checks typed and other materials for accuracy, completeness and compliance with Commission standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete; develops, revises and maintains master documents; composes correspondence, reports and informational materials; copies and binds reports for internal and external distribution; sends and receives faxes.

Maintains the executive's calendar; coordinates, arranges and confirms meetings; arranges for meeting setup and refreshments; attends meetings, takes notes and transcribes minutes; screens requests for appointments; creates and maintains event calendars; prepares and maintains the section's master calendar.

Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity, the use of sound independent judgment and the interpretation of policies, rules and procedures; conducts research, responds to requests for information and complaints from officials, other agencies and the public, refers the request or complaint to appropriate staff and/or takes or recommends action to resolve the issue; reviews, determines the priority and routes incoming correspondence.

Reviews, proofreads and edits department agenda items for Commission meetings and meetings of public and interagency committees; maintains files for Commission agenda materials; provides information to section managers on pending Commission matters, Commission projects and assignments and a variety of other matters.

Prepares technical worksheets, tables and computations; establishes and maintains databases of information to track pending projects, budget expenditures, banking records and similar matters; balances bank statements.

Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculations; organizes and maintains office files; conducts special studies and recommends organizational, procedural or other changes to achieve greater productivity and/or to comply with new Commission requirements.

Prepares travel and training requests; makes and confirms travel and other arrangements for conferences and business trips; types itineraries, compiles expense reports and prepares post-travel memoranda.

Attends to a variety of office administrative details; establishes and maintains confidential, subject, project, tickler and specialized files; orders supplies; arranges for the repair of equipment; distributes informational materials and keeps reference documents up to date.

Provides administrative and secretarial support for professional association affiliations of Commission executives.

Participates in the development and implementation of section policies and procedures.

OTHER DUTIES

Provides guidance to department administrative support staff on agenda report preparation, Commission methods and practices and techniques and advanced uses of word processing, graphics, database and other software programs; creates and maintains standard forms and templates for use by other Commission staff.

Prepares or reviews and tracks confidential employee reports, including performance planning appraisal reports, leave requests and disciplinary actions.

Assists the executive in preparation of annual budget request documents; tracks expenditures against budget; processes purchase orders and pay requests.

Assists and provides backup to administrative support staff.

Serves on Commission committees and task forces for special projects.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Office administrative and management practices and procedures; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; Commission organization, rules, policies and procedures, including payroll and travel/ training and expense reporting; basic functions of public agencies; the Commission's personnel rules, policies and labor contract provisions; computer equipment and advanced uses of word processing, spreadsheet, graphics, database and other software; budgeting, record-keeping, filing and purchasing practices and procedures.

Ability to:

Operate a computer and word processing software and other standard office equipment; take and transcribe dictation and type accurately at a speed necessary to meet the requirements of the position; manage multiple and rapidly changing priorities; organize, set priorities and exercise sound independent judgment within areas of responsibility; interpret, apply, explain and reach sound decisions in accordance with laws, regulations, rules and policies; organize, research and maintain complex and confidential office files; compose correspondence, prepare documents and make arrangements from brief instructions; communicate clearly and effectively orally and in writing; prepare clear, accurate and concise records and reports; maintain highly sensitive and confidential information; use a high degree of tact, discretion and diplomacy in dealing with sensitive situations and concerned and/or upset groups and individuals; establish and maintain highly effective working relationships with Commission executives, elected and appointed officials of other governmental agencies, staff, community and business leaders, the media and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and six years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel office equipment; and reach with hands and arms. Employees are frequently required to stand and walk and occasionally lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data and information; observe and interpret situations; analyze and solve problems; make basic arithmetic calculations; learn and apply new information and skills; perform highly detailed work on multiple, concurrent tasks; and meet intensive and rapidly changing deadlines and priorities; and exercise tact and diplomacy in interacting with Commission executives, elected and appointed officials of other governmental agencies, staff, community and business leaders, customers, the media and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.