

Position: Secretary	Salary Grade: 12
Department: As assigned	FLSA: Non-exempt

### **Summary**

Performs a variety of office secretarial and general clerical support duties, usually following well-established policies, procedures, and routines; including but not limited to reception, transcription of documents in established formats, document filing and retrieval, and basic record keeping.

### **Essential Duties and Responsibilities**

- Answers a multi-line telephone and serves as receptionist to staff, students, and the public. Answers inquiries, makes appointments and provides information concerning standards, procedures and programs. Establishes and maintains a positive image of the department to staff, students, and the public.
- Performs clerical and typing work related to the office to which assigned. Maintains confidentiality of information processed or received during the course of performing assigned duties.
- Establishes and maintains files as directed. Distributes, monitors, and receives documents for filing.
- Posts alphanumeric information to records, making arithmetical computations and securing information from clearly indicative sources.
- Provides information and assistance related to department or program services, requirements and operations.
- Composes routine correspondence. Prepares reports, documents, forms and other related materials. Prepares educational materials such as, but not limited to tests, handouts, and rosters.
- Review, edit, and proof correspondence, reports, documents, and records for accuracy, completeness, and conformance to applicable rules and regulations. May assist students and others with completion of forms.
- Assists in arranging and scheduling meetings and appointments. May prepare agendas and record meeting minutes. May make travel arrangements as instructed.
- Receives and processes document copying orders. Prioritizes, processes, packages and distributes completed orders. Maintains cleanliness of the document processing room.
- Maintains a supply of materials inventory. Requests materials and supplies from internal sources.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

- **Knowledge and Skills**

Requires working knowledge of modern office practices, procedures and equipment including receptionist and telephone techniques and etiquette. Requires a working knowledge of computer-aided word processing software. Requires knowledge and understanding of the principles and procedures of alphanumeric record keeping. Must understand mathematics sufficient to perform columnar calculations, decimals, fractions, etc. Requires sufficient English language skills to compose correspondence and review documents for grammar, spelling and punctuation. Must have sufficient communication skills to greet and work cooperatively with customers.

- **Abilities**

Requires the ability to perform the duties of the position efficiently and effectively, under general supervision. Must be able to learn and understand the policies, procedures, and work routines of the department. Requires the ability to operate standard office machines and equipment, including personal computer keyboards, switchboards, copiers, calculators, printers, etc. Must be able to organize and maintain records. Requires the ability to plan, organize, and complete work to meet established deadlines. Requires the ability to communicate with peers and other staff, students, and the public in a manner reflecting positively on the department and College. May require the ability to perform work assignments at all College locations.

- **Physical Abilities**

Requires sufficient hand/eye coordination and manual dexterity to use a personal computer keyboard at 40 wpm from clear copy. Requires sufficient visual acuity to read printed material. Requires speech and hearing ability to carry on conversations in person and over the phone. Requires the ability to reach and pull materials from files and shelves.

- **Education and Experience**

The position requires a High School diploma supplemented by course work in general office skills plus 1 year of general clerical, data entry, and production keyboarding experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

*This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.*

Board approved: 07/10/2003