

## **CONFIDENTIAL SECRETARY**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for performing highly complex duties and administrative support tasks to further the overall work of the organization or program. Incumbents typically serve as a personal secretary to the head of a department or major division relieving them of administrative and business detail and resolving day-to-day operational problems. The work is performed under the general supervision of an administrator with considerable leeway allowed for the use of independent judgment in carrying out the details of the work. Supervision may be exercised over the work of clerical subordinates. A Confidential Secretary does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Prepares responses to letters concerning programs, policies and procedures for own or supervisor's signature;
- Opens, reviews and distributes incoming mail in accordance with staff assignments and attaches appropriate background material to correspondence;
- Schedules and arranges meetings, conferences and appointments and assembles and coordinates background material;
- Schedules and arranges travel and accommodations for senior personnel and other staff;
- Coordinates the maintenance of and prepares agency financial, payroll, personnel and attendance records;
- Establishes and implements office procedures and maintains efficient work flow;
- Designs, sets up and maintains files of correspondence, documents and records;
- 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;
- Screens callers and visitors to determine the nature of the inquiry, answers questions on established policy and procedure and/or refers to appropriate party or office;
- Prepares reports using statistical and narrative information;
- Monitors and tracks status of various program activities;
- Prepares correspondence, memoranda, reports, minutes of meetings, hearings and conferences and related material;
- Monitors expenditures to maintain budgetary controls;
- Orders office supplies and maintains inventory of supplies and equipment.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of modern office terminology, procedures, equipment and business English; thorough knowledge of the principles and techniques of office management and clerical processing; good knowledge of the organization, functions, laws, policies and regulations, and terminology of the agency to which assigned; ability to handle administrative details independently including the composition of letters and memoranda; ability to analyze and summarize information in

both narrative and numerical form; ability to design and maintain filing systems; ability to maintain program accounts and budgetary data; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to prepare and maintain complex records; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Either:

A) Possession of an Associate Degree in Secretarial Science or a closely related field and two (2) years of clerical experience which involved the operation of a computer for word-processing, database or spreadsheet applications;

OR

B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (A);

OR

C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 1/6/11

Revised: 7/28/22