

SECRETARY**NATURE OF WORK**

This is advanced general clerical work which includes the taking and transcribing of dictation from one or more senior administrators where the requirement to provide personal assistance exists.

A wide variety of clerical functions are performed which require the application of independent judgement and interpretation of uncomplicated policies and procedures. The work requires a knowledge of University practices and procedures, departmental functions and regulations or the ability to acquire such knowledge. Work is performed under the general supervision of a superior who gives instructions on new assignments or policy. The incumbent is responsible for the accuracy of completed work. The incumbent is expected to solve most problems of detail except those of new assignments or of an unusual nature that come up in the course of the work. Work is generally reviewed on completion for adequacy. Methods and procedures are normally well-defined and decisions are made in accordance with readily understood rules and practices. Limited decisions are also made in the interpretation and application of basic departmental policy.

Contacts are made with superiors within the organization served and with administrators of other departments within the University, with students and visitors, usually for the purpose of giving and receiving information requiring limited explanation and ordinary courtesy.

Errors made could cause some loss of time on the part of several clerical employees for correction or cause minor loss of goodwill.

The requirement exists to show others how to perform tasks or duties; however, continuing supervisory responsibility is not usually present at this level.

The principal work emphasis is upon the primary function to provide continuity within the office(s) served, the provision of personal assistance and on the advanced clerical and minor administrative duties performed.

ILLUSTRATIVE EXAMPLES OF WORK

Performs a variety of regular and assigned duties to provide office support to save the time of officials requiring judgment and discretion in scheduling own work, frequent interruptions, sporadic periods of pressure, and contacts with superiors, University administrators, students, and visitors.

Takes and transcribes dictation; types a variety of tabular and narrative material in attractive format using word processing software; and composes routine correspondence on own initiative.

Screens incoming mail and distributes to appropriate superiors; acknowledges routine inquiries by self composed or form letter format.

Controls routine communications to the office; redirects and provides information regarding routine aspects of superior's involvement.

Records a variety of statistical information in accordance with standard format or specific instructions.

Performs file search in response to specific requests.

Arranges meetings and travel arrangements in response to superiors instructions regarding time, place and people, travel mode, accommodation standards and time constraints.

Makes appointments as sanctioned by superior and thereafter controls his time calendar.

Discharges a variety of routine office support duties such as: office machine repair, obtaining office supplies, and restructuring office filing system.

Performs related work as required.

REQUIREMENTS OF WORK

Experience in moderately difficult and varied clerical work including secretarial assignments; graduation from high school supplemented by courses in business education or secretarial science; or any equivalent combination of experience and training which provides the following knowledges, abilities and skills:

Knowledge of relevant terminology and subject matter.

Knowledge of general office practices and procedures.

Knowledge of the relevant area and its function.

Knowledge of efficient operation and care of a personal computer, including word processing, Microsoft Office and other standard office software.

Knowledge of basic accounting principals and practices.

Knowledge of University's Banner accounting and student registration systems.

Ability to acquire knowledge of the University and its functions.

Ability to use word processing software and prepare material accurately from rough draft, copy or dictating machine.

Ability to analyse by reviewing, comparing and interpreting information contained in files, records, statements, or other documents.

Ability to take and transcribe oral dictation with speed and accuracy if required in a specific assignment.

Ability to plan by scheduling own work in accordance with deadlines or priorities and identifying assistance needed to meet work requirements and deadlines.

Ability to organize by implementing approved procedures, arranging necessary services, adjusting schedules, and co-ordinating work with other units in order to meet required deadlines.

Ability to control by ensuring that information provided for the superior is correct and according to established procedures.

Ability to communicate departmental procedures and regulations to personnel within the University, to obtain and provide information to subject which may require judgment and discretion on when and how to divulge information, and to prepare routine reports and correspondence.

Ability to adapt to new, unusual and pressure situations.

Ability to maintain good working relationships with administrators and support staff.

Skill in the use of a personal computer.

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