

INTERMEDIATE SECRETARY

NATURE OF WORK

This is advanced secretarial and general clerical work with administrative responsibility which includes the provision of personal assistance, taking and transcribing dictation and the performance of clerical work which requires the exercise of original judgment, discrimination and independent thought.

The work requires a considerable knowledge of University practices and procedures and departmental policies and functions, or the ability to acquire such knowledge. Work is performed under the general supervision of a superior. Requirement exists for the development and refinement of work routines and to carry assignments through to completion with only unusual, complicated, or important tasks reviewed in detail. The principal work emphasis is upon providing personal assistance, performing complex clerical work and on making innumerable small, but necessary administrative decisions connected with the operation of the specific organization and those others affected by the decision. Decisions made are based upon knowledge of the organization and its functions, existing policies, past experience and established objectives. Solution of some problems requires the adaptation of established methods and procedures, or the search for and the application of precedent.

Requirement exists for the conduct of contact with departmental administrators and faculty and officials of outside agencies or organizations, for the purpose of giving and receiving information which requires discussion, elaboration, understanding and co-operation.

Errors made could cause considerable loss of work time, interrupt inter-departmental work flow, cause loss of goodwill, indicated by the receipt of a series of complaints.

Continuing supervisory responsibility may exist to the degree that the incumbent is required to instruct new employees in work methods and procedures; check completed work for accuracy; give advice and guidance on work problems; discuss performance of subordinates with supervisors responsible for formal evaluation.

ILLUSTRATIVE EXAMPLES OF WORK

Performs a variety of regular and assigned duties to provide office support and save the time of officials requiring the exercise of original judgment, discretion, and independent thought.

Takes and transcribes dictation; types a variety of tabular and narrative material in attractive format using word processing software; composes routine correspondence on own initiative and factual correspondence subject to superior's instruction.

Screens incoming mail and distributes to action areas; acknowledges receipt and composes replies on own initiative based upon knowledge of subject matter, knowledge University practices and procedures and thorough knowledge of departmental policies.

Controls communications by screening out and captioning those which can be handled by others and those which require superior's involvement.

Carries out file search on specific assignments on own initiative to extract and compile information.

Arranges meetings, travel arrangements, and appointments from general instructions provided and from knowledge gained through experience with final arrangements subject to superior's review and sanction.

Discharges a variety of office support duties to provide continuing operation of the office on own initiative, judgment and authorization, such as establishing new office procedures and institution of new system of gathering information from within and outside the department.

Performs related work as required.

REQUIREMENTS OF WORK

Considerable experience in responsible secretarial work; graduation from high school supplemented by courses in secretarial science; or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

Considerable knowledge of relevant terminology and subject matter.

Considerable knowledge of general office practices and procedures.

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

Considerable knowledge of the relevant area and its functions.

Knowledge of basic accounting principles and practices.

Knowledge of basic interviewing and supervising techniques.

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

Ability to acquire considerable knowledge of the University and its functions.

Ability to use word processing software and prepare materials 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, to select and compile such information to meet objectives and to solve or recommend solutions to problems.

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

Ability to plan by developing procedures, scheduling own and subordinates' work in accordance with deadlines or priorities and identifying staff and equipment resources needed to meet objectives.

Ability to organize by implementing approved procedures, arranging necessary services, establishing priorities in accordance with relevant regulations, directions, and procedures and co-ordinating work with other units in order to meet required deadlines.

Ability to control by accepting or rejecting a variety of correspondence, documents, or material on the basis of conformity to acceptable standards.

Ability to supervise by co-ordinating production and allocating and checking the work of subordinates.

Ability to communicate on a variety of subjects with personnel with the University and with the general public to obtain and provide information on subjects that may require judgment and discretion and to prepare reports and correspondence.

Ability to adapt to new, unusual and pressure situations.

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

Skill in the use of a personal computer.

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