

## SENIOR SECRETARY

### NATURE OF WORK

This is highly responsible secretarial work of a diversified clerical and administrative nature in providing support to a senior level Executive.

The principle emphasis is upon the personal assistance provided and the administrative detail handled requiring the exercise of considerable original judgment, discrimination and independent thought. Work requires the solution of varied problems which are significant deviations from established policies and procedures. Work is performed under direction of a senior level Executive whereby the incumbent is directed to achieve objectives. The organization of the work and the methods of producing the desired results are not usually prescribed. Problems encountered are to be solved in accordance with plans, policies, procedures, and purpose of the organization served. Advice is sought from superiors on general problems of a wider scope and specific instructions are received by exception. Decisions made are based upon a thorough knowledge of existing policies, objectives, regulations, and procedures of the organization and recommendations are made to the superior. Decisions could affect the working operations of other departments within the University. Work is reviewed in terms of results achieved.

A major characteristic of this class is the responsibility for contact with administrators and faculty within the University and with individuals outside the University who have authority to control or affect the extent and scope of the action resulting from the contact. The purpose of contacts is usually to give, obtain, and exchange information requiring discussion and co-operation; to obtain assistance or agreement, and/or to act as a representative of the superior.

Errors could cause serious loss of work time or could result in failure of the superior to meet important deadlines or cause embarrassment and loss of goodwill indicated by many complaints directed to a senior level.

There may be a requirement to exercise continuing supervisory responsibility to the degree that the incumbent is expected to instruct employees in work methods and procedures, assign work at intervals to ensure maintenance of work flow, distribute work and propose meritorious and disciplinary actions.

### ILLUSTRATIVE EXAMPLES OF WORK

Takes and transcribes dictation, types using word processing software a variety of tabular and narrative material in attractive format and composes a variety of correspondence and/or reports on own initiative, judgment, and understanding of the subject matter and University organization and various departmental functions.

Screens, distributes and answers incoming mail; directs, annotates and provides background information and statistics for that requiring superior's action.

Controls communication by screening, acting upon and/or redirecting communications with a view to reducing the involvement of the superior; performs information search within and outside the department; carries out file search on specific or known assignments; compiles information; prepares precise and summarization memoranda for superior's knowledge.

Makes detailed conference, travel or other arrangements including agenda, background and current information, prepares and distributes minutes and conducts follow-up, as determined necessary.

Discharges a variety of responsibilities and administrative duties such as interpreting and transmitting the superior's direction, reviewing and signing a variety of correspondence and assisting in selection of clerical support staff for superior's office, assisting in and controlling superior's office and appointment schedule.

Performs related work as required.

## **REQUIREMENTS OF WORK**

Thorough secretarial experience of a progressively responsible nature; 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:

Thorough knowledge of relevant terminology and subject matter.

Thorough knowledge of general office practices, procedures and methods.

Thorough knowledge of the relevant area and functions of the University.

Considerable knowledge of basic interviewing and supervising techniques.

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

Knowledge of basic accounting principles and practices.

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

Ability to analyse by reviewing, comparing and interpreting information contained in files, records, statements, or other documents to select, classify and compile such information to meet objectives, 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 required objectives and deadlines.

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 coordinating production and allocating and checking the work of subordinates.

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

Ability to adapt to new, unusual, and pressure situations.

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

Skill in the use of a personal computer.

**0022**

**1992.12.02**

**Revised: 2004.01.05**