CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION

ADMINISTRATIVE SECRETARY
VARIOUS DEPARTMENTS

GENERAL STATEMENT OF DUTIES

Performs a variety of complex clerical, secretarial and administrative duties as primary support to one or more functional areas in one of the City's larger or more complex departments. Characteristic of this position is the employee's programmatic involvement in departmental activities. Employee reports to a division or department directors.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs responsible secretarial, public contact and administrative office management duties to relieve the department director of operational detail. Work includes receiving, transcribing and composing confidential correspondence; screening and independently handling a variety of routine inquiries by telephone and in person; and maintaining a variety of records and files. Additional responsibilities may include coordinating meetings and functions, and performing basic accounting duties, such as collecting fees, maintaining payroll and attendance records, issuing permits or work orders, and administering departmental accounts payable. Work is characterized by its variety, complexity, and confidential nature. Employee processes information using a variety of computer-driven word processing, spreadsheet and file maintenance programs. Work includes assimilating information from a variety of sources to compose letters, generate reports and provide informational data. Duties assigned to employees in this class may vary according to the needs the department assigned and/or allocation of workload. Employee must exercise independent judgment, discretion, and initiative in completing assignments, and handling difficult public contact situations requiring considerable tact and knowledge of City policies, procedures and programs. Work is performed under general supervision of a division or department director and is evaluated through observation and conferences.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Prepares notices and/or agendas for administrative meetings; handles proceedings for planning major meetings; attends meetings, takes notes or records proceedings to prepare minutes, and follows through on matters requiring correspondence.

Reviews incoming mail to keep informed on status of matters being handled; routes

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other mail to appropriate departments or divisions; handles routine correspondence and independently prepares appropriate replies.

Receives telephone calls and visitors; gives out detailed information regarding department activities and programs; refers calls or visitors to appropriate City officials.

Maintains departmental personnel, payroll, financial, and/or activity records; acts as a point of contact for the department served and gives information or refers inquiries to proper personnel.

Makes appointments; arranges schedules, makes reservations and prepares travel vouchers and expense reports for department directors and/or division personnel.

Processes information using a variety of computer-driven word processing, spread sheet and file maintenance programs which requires use of a variety of complicated formats for preparing correspondence, reports and manuscripts. Work includes responsibility for accuracy of spelling, punctuation, format and grammar.

Composes forms, correspondence, reports, and minutes; drafts information and materials for various purposes.

Maintains contact with departmental personnel regarding office activities, work orders, deadlines, etc.

ADDITIONAL JOB FUNCTIONS

Maintains data from various sources; performs research for completion of reports; organizes data for analysis; assists in the preparation of annual budgets and information reports.

Maintains office supply inventories.

Oversee maintenance of office, office machines and/or adjacent public areas, contacting service personnel and/or overseeing work of custodians, as necessary.

May supervise technical or clerical workers performing related activities.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the organization and functions of the area of assignment.

Considerable knowledge of modern office practices, procedures, equipment and advanced clerical techniques including a knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs.

Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

Considerable knowledge of the principles and practices of modern office management.

Considerable knowledge of City and departmental rules, regulations, policies and procedures, and the ability to interpret them.

Skill in the operation of a typewriter and computer-driven data entry equipment.

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Ability to make routine administrative decisions independently in accordance with laws, regulations, and City policies and procedures, and to solve problems and answer questions.

Ability to establish and maintain effective working relationships with supervisors, co-workers and subordinate personnel.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to maintain complex records and to prepare accurate reports from statistical or other types of technical information.

Ability to compose effective correspondence.

Ability to deal with people in a tactful and effective manner.

Ability to communicate effectively in oral and written form.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school supplemented by college-level course work in secretarial sciences, with an associate's degree in secretarial sciences preferred, and 3 to 5 years of experience in secretarial work; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Salary Grade 10, Non-Exempt

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