

City of Victorville Position Description

SECRETARY II

DEFINITION

Under general supervision, performs secretarial and clerical work of above average difficulty and complexity; takes or transcribes dictation accurately; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This position is a skilled class within the clerical series and reports directly to a department head. Positions in this class require the efficient use of wordprocessing skills as well as skill in taking and transcribing dictation. Incumbent should have knowledge of departmental policies and operations and apply discretion in using this knowledge in the performance of their tasks. A Secretary II differs from a Secretary I in the degree of accountability, independent judgment, decision making, and interpersonal skills required to provide services to a department head level position. Instructions are generally given only upon request, and originality of thinking is required in interpreting and applying policies and precedents to unusual situations. Incumbent may be assigned direct responsibility for the work of other clerical staff in the department.

TYPICAL TASKS

Performs secretarial duties relating to departmental operations such as accurate typing, transcribing dictation of correspondence, reports, memoranda, communications, statistical, and other material including that of a confidential nature from one or more persons; types, prepares, and distributes agendas and other materials for Council and/or other committee/commission meetings; maintains payroll related records; composes original correspondence; prepares statistical reports on departmental activities; takes minutes of City meetings and commissions; maintains records, documents, and supporting material for department and ensures their proper disposition; ensures proper filing of appropriate documents with other governmental agencies; checks and reviews a variety of data for completion and compliance with established regulations and procedures; maintains mailing lists, card files, indexes, time reports, departmental records and files; may issue licenses, permits, City documents, and receipts for fees; upon direction, may calculate fees; maintains inventory control; issues and orders supplies; schedules public hearings, meetings, and department head commitments; greets public, answers telephone and advises public about City policies, procedures, regulations and practices; establishes, improves, and purges departmental filing systems; may collect, post, and account for funds; compiles and types status reports and budgets; assumes duties of other clerical positions when assigned; performs specialized duties as assigned; and performs related work as required.

EMPLOYMENT STANDARDS

Training & Experience - Graduation from high school or GED equivalent, post high

school education or training in secretarial courses, and three years of experience in an advanced secretarial/administrative position performing the more complex, specialized duties involving considerable independent judgment, initiative and responsibility. One year of secretarial/administrative experience with a public agency highly desirable. Must be experienced in current wordprocessing techniques and programs. Must type accurately at a net speed of 60 words per minute, and take dictation at 90 words per minute and accurately transcribe in final format from notes.

Knowledge & Abilities - Knowledge of: modern office methods, practices, procedures, and equipment, including personal computers; letter and report writing; telephone techniques and public counter work; filing methods and recordkeeping to maintain accurate information in alphabetical, chronological and/or numerical order; and elements of English usage, vocabulary, spelling, punctuation and grammar. Ability to: perform difficult and responsible clerical work and administrative duties involving use of independent judgment, discretion, and confidentiality; effectively present instructions and information, in writing and orally, to clerical staff, the general public, outside agencies, and municipal employees; effectively explain administrative procedures, departmental policies and terminology; compose clear, concise, and grammatically correct correspondence and memos; read, interpret, and apply information from complex technical materials (i.e., ordinances, contracts, resolutions); accurately take and transcribe dictation; make routine arithmetical calculations with speed and accuracy; use patience, tact, and courtesy when dealing with public and fellow employees; design forms and charts for department use; follow oral and written directions with little supervision; prioritize and schedule workload to ensure assignments are completed in accordance with deadlines; maintain work effectiveness when faced with pressure of meeting deadlines or handling emergencies; proofread material to correct errors in grammar, spelling, punctuation and syntax; supervise, evaluate, and plan workload for others; and organize schedules of others and maintain calendars of departmental personnel.

Licenses & Certificates - Possession of a valid California Class "C" driver's license.

WORKING CONDITIONS

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. Incumbent must be able to see and hear in the normal range with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

APPROVED: Diana M. Ramirez
DIRECTOR OF HUMAN RESOURCES

James L. Lee
CITY MANAGER

DATE REVISED: June, 1994