

## Job Classification Specification

### Jobcode Data

Effective Date                      Job Code 002981                      Status A                      Reg/Temp

Description EXECUTIVE SECRETARY

Minimum Salary Range \$3958.00      Maximum Salary Range \$5950.00

### Job Classification Specification

Effective Date 06/15/2023

### SUMMARY

**Summary:** Under general supervision, is responsible for secretarial work of average difficulty; and performs related work as required.

**Distinguishing Features:** An employee in this class applies secretarial science techniques at an advanced level to assist an assistant commissioner, general counsel, or hospital superintendent in the management of time and in the handling of administrative detail so that the executive may be more effective and efficient in action. This class differs from Administrative Secretary in that an incumbent of the latter performs secretarial work of lesser scope and complexity.

### RESPONSIBILITIES

#### Coordinating the Work and Activities of Others:

1. Coordinates with staff to ensure directives or tasks are accomplished in a timely manner.

#### Interpreting the Meaning of Information for Others:

1. Interprets a variety of policies and procedures to facilitate understanding, enhance communications, and ensure compliance.

#### Resolving Conflicts and Negotiating with Others:

1. Resolves conflicts to ensure timely and efficient performance and maintains positive working relationships.
2. Maintains a respectful and productive work environment within the assigned work unit to minimize disputes and facilitate performance.

#### Communicating with Persons Outside Organization:

1. Communicates to external agencies and the public to provide information through writing, in person, telephone or by e-mail.

**Interacting with Computers:**

1. Uses computer to enter transactions, requests and leave and attendance in state database for staff and/or clients.
2. Uses office productivity software including but not limited to word processing programs, spreadsheet programs, presentation software, web-based e-mail programs, and search engines.

**Organizing, Planning, and Prioritizing Work:**

1. Organizes files to maintain accountability and accessibility of information.
2. Incorporates last minute and unscheduled tasks into current workload to ensure timely and accurate completion of work.
3. Organizes and prioritizes personal workload using calendars, lists, and other facilitators to ensure timely and accurate completion of work.

**Making Decision and Solving Problems:**

1. Solves problems/issues within the scope of authority.
2. Makes recommendations on the best solutions for the issue at hand.

**Provide Consultation and Advice to Others:**

1. Advises upper management on team standards and best operating procedures to inform strategy development and decision making.

**Processing Information:**

1. Audits leave and attendance for staff to ensure accuracy.
2. Verifies requests for authenticity and accuracy before processing.
3. Compiles information from various sources to ensure tasks are completed in a timely manner.
4. Performs calculations for reports and/or requests.

**Analyzing Data or Information:**

1. Analyzes information from various sources to ensure proper distribution for accurate response.

**Selling or Influencing Others:**

1. Influences others to maintain a positive working environment.

**Evaluating Information to Determine Compliance with Standards:**

1. Maintains current information to ensure standards are met.
2. Evaluates information for relevancy.

**Updating and using Relevant Knowledge:**

1. Applies new knowledge from training to improve job performance.
2. Attends meeting to gain/share information with department heads to incorporate knowledge.

3. Attends required and optional training to enhance job performance.

**Scheduling Work and Activities:**

1. Schedules meetings, hearings and interviews as needed with internal and external business partners.
2. Schedules routine assignments for necessary staff.
3. Schedules the use of facilities to ensure availability.
4. Schedules events, activities and programs as requested.

**Controlling Machines and Processes:**

1. Operates a variety of office equipment including but not limited to copiers, scanners, fax machines, shredders, calculators and adding machines.

**Training and Teaching Others:**

1. Teaches less experienced staff in the daily operations of the unit.
2. Cross trains co-workers to enhance job performance in the absence of staff or staff shortage to continue smooth and effective operations.

**Monitoring and Controlling Resources:**

1. Oversees the spending of money for resources essential to the work unit.

**Monitor Processes, Materials, or Surroundings:**

1. Monitors attendance and leave of staff.
2. Monitors policies and procedures to ensure compliance.
3. Monitors supervisor's agenda.
4. Monitors correspondence to ensure timely disposition.
5. Monitors reports as needed.
6. Monitors work area for safety and compliance.

**Thinking Creatively:**

1. Develops documents to retain information as required by policies and procedures in order to track the information.
2. Creates documents/letters as needed to retain for future use.

**Coaching and Developing Others:**

1. Mentors staff by providing feedback and information on organizational culture, policies and procedures.
2. Mentors less experienced staff in the daily operations.

**Documenting/Recording Information:**

1. Enters leave and attendance for self and staff.
2. Maintains various information electronically and paper copies as needed.
3. Records minutes from meetings.
4. Enters personal updates on state database.

**Communicating with Supervisors, Peers, or Subordinates:**

1. Communicates with supervisor, and/or co-workers concerning daily activities and messages by telephone, in written form, e-mail, or in person.

**Developing and Building Teams:**

1. Identifies developmental opportunities appropriate for staff to improve team development.
2. Encourages staff to build mutual trust, respect, and cooperation among team members.
3. Models effective performance for fellow staff to provide a role model.

**Estimating the Quantifiable Characteristics of Products, Events, or Information:**

1. Estimates the amount of office supplies needed such as toner, cartridges, copy paper, pens and other required supplies.

**Establishing and Maintaining Interpersonal Relationships:**

1. Maintains a professional working relationship with peers and management to ensure a smooth and effective team operation.

**Inspecting Equipment, Structures, or Material:**

1. Maintains functionality of office equipment such as copiers, printers, fax machines, scanners, shredders and telephones.

**Identifying Objects, Actions, and Events:**

1. Identifies work priorities to ensure the most important work is completed first and deadlines are met and to avoid duplication of efforts.
2. Estimates time needed to accomplish a task or goal.

**Performing Administrative Activities:**

1. Enters personal time, leave/overtime request, and travel into state database.
2. Files various reports, records and logs.
3. Types correspondence to internal and external business partners concerning job related issues.
4. Enters transactions and requests into state database.
5. Processes information request from various sources.
6. Sorts incoming and outgoing mail as needed.
7. Answers and return phone calls.

**Getting Information:**

1. Receives information from various sources including electronic, regular mail, and/or verbal directives for further processing or filing.
2. Receives phone calls from internal and external business partners.
3. Observes surroundings to ensure all areas are in compliance and/or secured as needed.

**QUALIFICATIONS**

**Education and Experience:** Education equivalent to graduation from a standard high school and experience equivalent to four years of full-time increasingly responsible secretarial work.

**Substitution of Education for Experience:** Qualifying education at an accredited college, business school or technical institute in secretarial science may be substituted for the required experience on a year-for-year basis to a maximum of two years.

**Necessary Special Qualifications:** None

**Examination Method:** Education and Experience, 100%, for Preferred Service positions. For Executive Service positions, Minimum Qualifications, Necessary Special Qualifications, and Examination Method are determined by the appointing authority.

## COMPETENCIES

**Competencies:**

1. Time Management
2. Written Communications
3. Dealing with Ambiguity
4. Functional/Technical Competency
5. Ethics and Values
6. Customer Focus
7. Informing
8. Organizing
9. Problem Solving
10. Priority Setting

**Knowledge:**

1. Clerical
2. Customer and Personal Service
3. Law and Government

**Skills:**

1. Active Learning
2. Active Listening
3. Reading Comprehension
4. Speaking
5. Writing
6. Service Orientation
7. Equipment Maintenance
8. Troubleshooting
9. Time Management

**Abilities:**

1. Oral Comprehension
2. Oral Expression
3. Time Sharing
4. Written Comprehension
5. Written Expression
6. Speech Clarity
7. Speech Recognition

**TOOLS & EQUIPMENT**

1. Personal Computer
2. Adding Machine/Calculator
3. Printer
4. Fax Machine

5. Copy Machine
6. Scanner
7. Shredder
8. Dry Erase Board
9. Telephone
10. Two-Way Radios
11. Keys and Chits