



## **City of Phoenix SECRETARY II\*U8**

**JOB CODE 00322**

Effective Date: Rev. 10/09

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to perform skilled secretarial and general clerical work which requires typing, filing, and related activities. Independent judgment in the disposition of routine matters for one or more supervisors is normally an important element of these positions. A Secretary II may work alone in a small office which handles one major program or administrative function, or as part of a team in a centralized secretarial operation which handles a number of administrative functions or programs. This classification is distinguished from Secretary I by the greater variety and difficulty of assignments, the independence with which work is done, and the review exercised over assignments performed by a few employees assisting with clerical and secretarial details. It is distinguished from Secretary III primarily by fewer duties requiring decisions affecting programs or administrative operations, a less complex series of secretarial and clerical tasks, and the absence of regular supervision exercised over clerical and secretarial assistants.

### **ESSENTIAL FUNCTIONS:**

- Answers telephones and routes calls to appropriate personnel;
- Greets visitors and directs them to the appropriate persons according to their needs;
- Prioritizes tasks and projects to meet due dates;
- Establishes and maintains paper and electronic filing systems for records, correspondence, and other material;
- Operates common office equipment incidental to secretarial assignments;
- Proofreads and edits documents for correct spelling, grammar, and format;
- Sorts, indexes, and files material numerically, alphabetically, or by other predetermined classification according to established procedures;
- Types documents from clear copy, rough draft, or hand-written notes using a computer;
- Schedules meetings or interviews, books conference rooms, and maintains computer calendaring system;
- Assists with opening, collecting, date-stamping, and distributing mail or other correspondence;
- Answers varied or routine inquiries regarding City policy, procedures, programs, etc.;



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- Updates various lists and logs such as phone rosters, team schedules, monthly meetings, and attendance;
- Checks and reconciles records and documents for completeness and clerical or mathematical accuracy;
- Tracks and ensures the completion or routing of various documents, such as forms, approval memos, and contracts;
- Retrieves and tracks information for manual and automated computer files;
- Composes and types correspondence or notices requiring knowledge of departmental operations and regulations using standard formats;
- Performs physical inventories of office supplies to determine level or amount for reorder;
- Completes or assists in preparing various reports such as weekly or monthly activity reports, or plans;
- Checks file folders and file cards for necessary information prior to filing in the records system;
- Maintains division/section personnel and administrative files;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

### **Required Knowledge, Skills and Abilities:**

Knowledge of:

- Proper business English, spelling, and grammar.
- Basic arithmetic such as addition, subtraction, multiplication, and division.
- Modern office practices, procedures, methods, and equipment operations.
- Customer service principles and techniques.

Ability to:

- Operate a personal computer or keyboard device.
- Understand and follow oral and written instructions given in the English language.
- Comprehend and make inferences from material written in the English language.
- Work cooperatively with other City employees and the general public.
- Remain in a sitting position for extended periods of time.
- Move light objects weighing less than 20 pounds, such as mail, supplies, and files, short distances.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Sort, separate, arrange, file, or distribute incoming and outgoing mail and other correspondence.



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- Communicate verbally with customers, clients, or the public in a face-to-face, one-on-one setting or by telephone, answering technical questions and handling difficult complaints with tact and courtesy.
- Work safely without presenting a direct threat to self or others.

### **Additional Requirements:**

- Some positions require the use of a personal or City vehicle on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid drivers' license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work assignment, location, or shift.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Two years of secretarial experience, including training in office productivity software and the use of modern office equipment. Other combinations of experience and education which meet the minimum requirements may be substituted.