



City of Phoenix SECRETARY III

JOB CODE 00330

Effective Date: 05/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform responsible secretarial and varied clerical work. Several positions in this class perform secretarial work for a board, commission, or the City Council, providing supporting material and a final record of proceedings. Considerable judgment and independent action is exercised in establishing or adapting work procedures to new situations. Work is normally reviewed only for results obtained. A Secretary III may supervise secretarial or clerical assistants. This class is distinguished from Secretary II by greater participation in the management of an office, the more varied work assignments, and the greater independence with which assignments are performed. It is distinguished from Administrative Secretary primarily by the more limited opportunities to use initiative in coordinating office work and handling routine administrative assignments for a department head, due to the presence of a more senior staff member who serves as office manager and who is responsible for key administrative function for the division or department. Stenography is required of some positions.

ESSENTIAL FUNCTIONS:

- Schedules meetings or interviews, books conference rooms, makes business travel arrangements and maintains computer calendar system;
- Proofreads and edits documents for correct spelling, grammar and format;
- Coordinates routine office management responsibilities independently with minimal direction from a supervisor;
- Retrieves/tracks files or information from manual or computer files;
- Types documents from clear copy or rough draft, hand-written notes, or transcribed from recording using a computer;
- Checks or reconciles records and documents for completeness, clerical and mathematical accuracy, and processes for further action;
- Operates common office equipment incidental to secretarial assignments such as copiers, faxes, scanners;
- Checks the work of other clerks for accuracy of work product;
- Sorts, indexes, and files materials numerically, alphabetically, or by some other predetermined classification according to established procedures;
- Answers routine questions and inquires regarding City policy, procedures, programs, etc., over the phone or in person, and resolves routine questions or problems independently;



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- Acts as an intermediary of one or more supervisors by transmitting instructions from supervisor, and is delegated responsibility for handling specific routine administrative details;
- Transcribes notes either verbatim or in summary from recordings and prepares document for distribution and file;
- Schedules meetings for supervisory and/or other management staff by personally contacting participants by phone;
- Attends meetings, takes minutes and prepares documents for distribution and file.
- Supervises and trains secretarial and clerical employees;
- Composes and types correspondence on routine matters requiring knowledge of departmental operations and regulations using standardized formats;
- Creates and maintains complex filing systems primarily involving a variety of subject matter;
- Processes various payment documents and enters into the City's financial system, such as department purchase orders, payment control documents and contract order releases;
- Acts as a receptionist, greeting visitors, answering and responding to general inquiries, or directing visitors to the appropriate personnel;
- Maintains manuals and updates resource materials;
- Serves as a representative of the supervisor, as delegated, in contacts with other employees, officials, and the general public;
- Composes and revises office or work procedures;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

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

Ability to:

- Understand and follow verbal and written instructions given in the English language.
- Comprehend and make inferences from material written in the English language.
- Work cooperatively with the public and other City employees.



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- Remain in a sitting position for extended periods of time.
- Operate a personal computer or other keyboard device.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Exercise judgment and act independently in establishing or adapting work procedures to new situations.
- Move light objects weighing less than 20 pounds such as mail, supplies, and files short distances.
- Sort, separate, arrange, file, or distribute incoming mail products or material in some prescribed manner.
- Handle routine administrative details.
- Perform a broad range of supervisory responsibility over others.
- Communicate in the English language with individuals in a face-to-face one-on-one setting or by telephone.

Additional Requirements:

- Some positions require the use of personal or City vehicles 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 location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

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