



City of Phoenix

ADMINISTRATIVE SECRETARY

JOB CODE 01030

Effective Date: 12/99

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide highly skilled secretarial support to a senior executive or administrator. While some positions in this class may act as office managers and/or may supervise a small clerical staff, Administrative Secretaries are characterized by responsibility for a variety of administrative activities to be met with minimal supervision. An Administrative Secretary is required to make, and is held accountable for, decisions on operating problems within a definite sphere of activity. This class is distinguished from Secretary III by the scope of administrative responsibility for which incumbents are accountable, and from Secretarial Supervisor principally by the difficulty and variety of assignments.

ESSENTIAL FUNCTIONS:

- Performs a wide variety of complex and confidential secretarial tasks for an administrator;
- Schedules and coordinates appointment calendars for one or more administrators;
- Responds to sensitive requests for information and assistance;
- Coordinates the flow of paperwork including periodic and special reports between departmental headquarters and various divisions;
- Composes and types directives, bulletins, schedules, and agendas;
- Makes arrangements for meetings and ensures that proceedings are properly recorded;
- Types and edits drafts;
- Maintains/oversees the maintenance of departmental administrative files;
- Operates a variety of office equipment incidental to clerical and secretarial duties;
- Talks with citizens making complaints or requesting service in person or by telephone, providing necessary information and following through on the resolution of problems;
- Keeps supervisor informed of details affecting office management decisions;
- Issues instructions in the name of the agency head;
- Reviews incoming correspondence, drafting responses on matters for which authority has been delegated;
- Makes travel arrangements;



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- 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:

- Format and organization of correspondence, reports, and written directives.
- Modern office practices, procedures, and equipment.
- Municipal organization.

Skill in:

- Operating a typewriter, personal computer, word processor, and other common office machines.

Ability to:

- Act independently and logically to implement policies of supervisor.
- Compose correspondence from fragmentary instructions.
- Interpret and make decisions in accordance with laws, regulations, and established policies.
- Work cooperatively with other City employees and the public.
- Communicate orally, in the English language, with employees and the public in face-to-face one-on-one settings, in group settings, or using a telephone.
- Comprehend and make inferences from written material.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Enter data or information into a terminal, PC or other keyboard device.
- Sort, separate, arrange, file or distribute incoming mail, products or material in prescribed manner.
- Produce written documents with clearly organized thought using proper sentence construction, punctuation, and grammar.
- Remain in a sitting position for extended periods of time.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:



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Four years of progressively responsible secretarial experience. Designation as a Certified Professional Secretary by the International Association of Administrative Professionals is an acceptable substitute for all other education and experience. Other combinations of experience and education that meet the minimum requirements may be substituted.