

POSITION DESCRIPTION

Secretary

PositionSecretary
Department/SiteVarious
FLSANon-Exempt
Evaluated by
Salary Range28

Summary

Performs general office secretarial support and reception duties, usually following well-established policies, procedures, and methods. Assignments can be in instructional or administrative areas, where there usually is other, more senior level administrative support positions to provide guidance, partial leadership, and prioritize specific work assignments.

Essential Duties and Responsibilities

- Types (keyboards) from copy or standing instructions, forms, memoranda, correspondence, and reports using established formats, 50 wpm.
- Enters data onto established data entry screens of business and academic transactions (e.g., deliveries, purchase orders, printing orders, forms, etc.).
- Processes business and/or student transactions such as, but not limited to invoices, accounting documents, enrollment and registration forms. May receive and account for money paid by others for items such as, but not limited to, registration fees, instructional materials, and permits.
- Answers a central telephone for a work team and serves as receptionist to support personnel and serve the public. Answers common inquiries, makes appointments, and provides information concerning standards, procedures and programs. Assesses the nature of calls and refers them to appropriate College resource or outside agency.
- Greets walk-in visitors, determines their needs, then either routes them to the appropriate person or service or personally completes the request or transaction.
- Sets up and maintains files using established formats. Assembles, collates and prepares materials for distribution. Posts information and documents to records.
- Orders, receives, shelves and distributes supplies and materials.
- Delivers and picks up a variety of mail, forms, and materials from staff, students, or the other departments. Sorts and distributes mail.
- Prepares documents and information packets from established formats such as those used by faculty, and routine communications for administrative purposes.
- Compiles information onto established formats and maintains a variety of records to support regularly recurring reports that are prepared for administration and external agencies. Extracts data from existing databases and converts to other formats.
- Contacts other departments and outside agencies to locate information and/or services not provided by the department.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**
 - Requires basic knowledge of modern office practices, procedures and equipment including receptionist and telephone techniques and etiquette.
 - Requires basic knowledge and understanding of methods and procedures used alphanumeric record keeping.

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- Requires basic knowledge of data entry techniques.
- Requires a working knowledge in the use of common personal computer-based office productivity software.
- Requires sufficient math skills to perform columnar calculations, decimals, fractions, etc.
- Requires sufficient knowledge of English language, grammar, spelling and punctuation to prepare correspondence and memoranda.
- Requires sufficient human relations skill to greet and work cooperatively with others, inside and outside the department.
- **Abilities**
 - Requires the ability to perform the duties of the position under general supervision.
 - Requires the ability to learn, understand and apply district rules, policies, procedures, and terminology used in the department of assignment.
 - Requires the ability to use a personal computer for data entry, word processing, and spreadsheets.
 - Requires the ability to operate standard office machines.
 - Must be able to maintain record files and prepare reports on pre-determined formats.
 - Requires the ability to communicate with peers and other District staff or public in a manner reflecting positively on the department and District.
 - Requires the ability to work varying shifts.

Physical Abilities

- Must be able to function indoors engaged in work of primarily a sedentary nature.
- Requires the ability to use near vision to write and to read printed materials and computer screens.
- Requires the ability to use hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment.
- Requires ambulatory ability to sit, often for long periods of time, move about campus locations and to reach work materials.
- Requires the ability to use manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

Education and Experience

- A high school diploma, or the equivalent, and three years of secretarial experience.

Licenses and Certificates

- May require a valid driver's license.

Working Conditions

- Work is performed indoors where minimal safety considerations exist.