

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
ADMINISTRATIVE SECRETARY

DEFINITION

Performs administrative support duties and serves as the personal secretary to the director of departments listed in Code of Iowa section 7E.5, to other executive branch department directors, or to an elected official who directs a department; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Receives/screens visitors and telephone calls; responds to questions and complaints from and communicates information to the news media, legislature, government officials and interest groups/citizens.

Reviews incoming mail and identifies correspondence of a controversial, sensitive or important nature and routes for immediate action.

Schedules, arranges, and maintains appointments, public appearances, and travel for the department head; prepares out-of-state travel requests and submits for reimbursement.

Types/composes correspondence and reports (including confidential and sensitive materials) from rough drafts, dictating machine or shorthand.

Maintain files/records and researches information related to organizational problems/issues and prepares findings including recommendations.

Attends various meetings and records minutes and/or prepares a written record of the proceedings.

COMPETENCIES REQUIRED

Knowledge of government and private organizations, legislators, and special interest groups and their working relationships with the department.

Knowledge of the organization's policies and office procedures as they relate to work activities.

Ability to operate personal computers and use word processing, spreadsheet and database software applications.

Displays high standards of ethical conduct by refraining from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Experience equal to five years of full-time work in a secretarial or administrative support capacity for a manager/administrator of a major program area;

OR

certification from the State of Iowa Administrative Assistant Certificate Program will substitute for six months of the required experience;

OR

an equivalent combination of education and experience substituting thirty semester hours of accredited undergraduate coursework for one year of the required experience to a maximum of four years.

NOTE:

Majority of the positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the employing agency.

Effective Date: 01/10 JO