

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
SECRETARY/RECEPTIONIST

DEFINITION

This class is used only by the Department of Justice.

Performs specialized clerical, receptionist and typing tasks of moderate difficulty and subject matter diversity; 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

Types letters, forms, memoranda, and other materials from rough draft, dictating machine or instructions.

Assists legal secretaries in the typing of court filings, memoranda, letters and reports.

Greets and screens visitors and callers, making referrals to appropriate personnel.

Reads, sorts and distributes incoming mail directed to the division and refers mail for proper assignment according to agency case management records.

Performs diversified clerical work involving the exercise of independent judgment.

Compiles, edits and types reports concerning the operation of the agency including case docketing and case management reports.

Acts as clerical assistant to a supervisor, interprets administrative decisions and policies as explained by superior, relieves the supervisor of all clerical detail.

COMPETENCIES REQUIRED

Knowledge of spelling, punctuation, sentence structure, grammar and arithmetic.

Knowledge of business arithmetic: addition, subtraction, multiplication, and division, including fractions and percentages.

Knowledge of general office procedures, practices and equipment.

Knowledge of good human relations practices.

Ability to type accurately from plain copy as evidenced by passing a typing performance test.

Ability to handle confidential work with tact and discretion; to maintain complex clerical records and prepare reports; and handle routine decisions in accordance with agency policy.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of

the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Three years of full-time paid clerical office or closely related experience;

OR

graduation from high school or G.E.D. equivalency and two years of the qualifying experience;

OR

satisfactory completion of post high school course work in an accredited program of secretarial, business or closely related curriculum may be substituted for the required experience.

NOTE:

All positions require the ability to type accurately from plain copy at prescribed standards as evidenced by passing a typing performance test.

NOTE:

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 Department of Justice.

Effective Date: 8/12 BR