

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

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 below 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 drafts, dictating machines, 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, and relieves the supervisor of all clerical detail.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.

Abilities:

- Clerical – Maintain complex clerical records.

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Selective Attention – Concentrate on a task over a period of time without being distracted.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Service Orientation – Actively looking for ways to help people.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Two years of full-time work experience in clerical, or closely related experience.
- 2) A total of two years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.

Notes

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

Effective date: 05/25 KC