

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

## SECRETARY 1

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### DEFINITION

Performs administrative support duties of limited to moderate complexity and diversity for one or more managers, administrators or program specialists; 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; answers routine questions and routes others to the appropriate staff person for handling.

Opens/distributes mail; composes standardized responses to routine inquiries.

Types/proofs correspondence, reports, minutes, etc., for accuracy, grammar, spelling, sentence structure; prepares final draft for distribution/mailing.

Maintains alpha, numeric or subject matter files and employee time, attendance and performance records; gathers/summarizes statistical information or data from files and records.

Schedules appointments/conferences and arranges for out-of-town travel; processes employee travel claims for reimbursement.

Relays specific instructions/messages and keeps control records of assignments (projects, reports, correspondence, etc.); follows up to insure receipt of information required within established time frames.

Orders office supplies/equipment and processes invoices for payment; arranges for servicing and maintenance of office equipment.

Provides input on office policies/procedures.

### COMPETENCIES REQUIRED

Knowledge of English: grammar, spelling and punctuation.

Knowledge of general office procedures and equipment.

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

Ability to communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships with employees and the public.

Ability to interpret and follow oral and written instructions.

Ability to keep records and maintain alpha, numeric and subject matter files.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest and 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 QUALIFICATIONS**

Experience equal to one year of full-time clerical or closely related work;

OR

post high school course work in an accredited secretarial, business, or closely related curriculum may be substituted for the required experience on a month-for-month basis;

OR

completion of thirty (30) semester (or equivalent) hours of undergraduate college level course work may be substituted for the one year of required experience;

OR

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

OR

employees with current continuous experience in the state executive branch that includes permanent status as a Typist–Advanced.

#### **NOTES**

Positions in this class may require the ability to type at least 40 WPM NET as demonstrated by the completion of a typing examination authorized by the Iowa Department of Administrative Services - Human Resources Enterprise.

Effective Date: 03/15 KF