

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

SECRETARY 3

DEFINITION

Performs administrative support duties and serves as the personal secretary to the administrative head of an independent agency as defined in Code of Iowa, section 7E.4 or independent division of 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

Screens incoming correspondence, telephone calls and personal visitors; answers questions from legislators, the news media and the general public or refers to the proper agency staff person for a response.

Schedules conferences/meetings, prepares agenda, collects and mails out pre-conference/meeting materials; takes and distributes minutes and sends out post-conference/meeting materials.

Develops and maintains alpha/numeric correspondence files and tracks correspondence; on request, researches files for information and summarizes according to instruction.

Types correspondence and composes routine letters, notices and other materials.

Makes travel arrangements; prepares and processes vouchers for payment of travel and other expenses.

COMPETENCIES REQUIRED

Knowledge of the agency's programs and the inter-relationships between the various program operations and the customers served.

Knowledge of the agency's mission, organization, function, policies and communications channels.

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 three years of full-time work in a secretarial or administrative support capacity;

OR

an equivalent combination of education and experience substituting three semester hours of accredited post high school education in a secretarial or business curriculum for each month of the required experience to a maximum substitution of two years;

OR

an equivalent combination of education and experience substituting 30 semester hours of accredited post high school education for each year of the required experience to a maximum substitution of two years;

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 experience equal to one year of full-time work as a Secretary 2.

Effective date: 01/10 JO