

Iowa Department of Administrative Services – Human Resources Enterprise
Classification Series Guidelines

Secretary Series

Classes in the Series

<u>Class Code</u>	<u>Class Title</u>
00025/90025	Secretary 1
00026/90026	Secretary 2
15002/95002	Secretary 3
15003	Administrative Secretary
15005	Executive Secretary

Series Concept

Positions in this series perform a wide variety of administrative support duties for one or more managers, administrators, or program specialists, and may act in an office management or lead work capacity. Secretaries usually require a general knowledge of the programs and the organization in which they work, although the extent varies from position to position.

Typical administrative support duties include: screening visitors and telephone calls; opening and distributing mail; scheduling meetings, conferences, and appointments; typing/proofing letters, memos, and reports; organizing/maintaining paper and electronic files and records; retrieving information/data from paper/electronic files; preparing standard and ad hoc reports; ordering office supplies/equipment; arranging for repairs/maintenance of office equipment; arranging out-of-town travel and processing travel claims; and keeping time and attendance records.

Exclusions

The following are excluded from classification within this series:

1. Positions that perform a preponderance of duties in one of the specific administrative support classes (e.g., Accounting Clerk, Clerk, Typist, Mail Clerk, Purchasing Assistant, Word Processor, etc.) for which a specific job class or class series exists in the classification plan.
2. Positions that perform technical program work requiring in-depth knowledge of a program's rules, policies, and procedures. Typical technical program work duties are: 1) serves as a process expert in assigned program area and provides detailed responses to questions on program services, eligibility requirements, application procedures, processing steps, and time frames; 2) reviews applications, claims, etc. for administrative/procedural requirements and makes eligibility determinations; 3) communicates decisions to customers and receives/processes complaints and appeals; 4) gives feedback on work processes/methods and participates in process improvement projects; 5) helps train new employees and write operating manuals.
3. Positions that perform administrative program work that approximates the entry professional level (e.g., program planning, development, coordination, evaluation, and management work.) Typical administrative program work duties are: 1) conducts research and determines cost of resources needed to provide program services; 2) writes program plan and prepares grants/budget requests to secure funding; 3) explains/defends program needs to funding approval authorities; 4) develops program rules, processes, procedures, forms, etc.; 5) secures office space and supplies/equipment;

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6) hires and trains program employees; 7) investigates complaints, surveys customers, and evaluates performance of employees/work processes; 8) develops long-term plans for program operation.

Class Distinctions

Classification factors used to differentiate levels in this series are the position's:

1. Role in providing technical program information.
2. Personal work contacts.
3. Responsibility for applying, interpreting and developing office policies.
4. Supervision received.

Descriptions of these factors are as follows:

Secretary 1

1. Provides program information to/answers questions from customers, the content of which is common knowledge in the organization or readily available in program materials.
2. Personal work contacts are primarily with employees in the organization and for purposes of communicating information or relaying instructions.
3. Responds to office policy questions from staff that are covered in written guidelines or supervisory instructions; seeks clarification from supervisor or a higher level staff person, on issues not covered in guidelines and instructions; provides input when office policies are developed or changed.
4. A supervisor or higher level staff person is normally available to consult with on new or unusual situations.

Secretary 2

1. In addition to the customer program information described above for the Secretary 1, provides information to and answers questions from customers that requires researching program files, records, and correspondence.
2. Has both internal and external organizational contacts that, in addition to communicating information and relaying instructions, are for the purpose of collecting, consolidating, and reporting data.
3. Responds to staff on office policy questions not covered by guidelines or instructions and independently interprets and applies them to new or unusual situations; takes an active role in initiating and changing office management policies.
4. A supervisor or higher level staff person is not necessarily available to consult with on new or unusual situations.

Additionally, the following functional concepts are applicable to the Secretary 2:

- a. Positions that have office management responsibilities which includes administrative support work over a field or central office location.
- b. Positions that have lead work responsibilities over one or more employees.

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Secretary 3

Positions in this class serve as the personal secretary to the administrative head of an independent agency, as defined in Iowa Code Section 7E.4, or independent division of a department, which are as follows:

Alcoholic Beverages Division	Iowa Dental Board
Banking Division	Iowa Public Information Board
Board of Educational Examiners	Iowa Public Television
Child Advocacy Board	Iowa Racing and Gaming Commission
College Student Aid Commission	Iowa Vocational Rehabilitation Services
Consumer Advocate Office	Labor Services Division
Credit Union Division	Office of Citizens' Aide/Ombudsman
Employment Appeal Board	Office of the State Medical Examiner
Governor's Office of Drug Control Policy	State Historical Society of Iowa
Insurance Division	State Library of Iowa
Iowa Arts Council	State Public Defender's Office
Iowa Board of Medicine	Utilities Division
Iowa Board of Nursing	Workers Compensation Division
Iowa Board of Pharmacy	

Administrative Secretary

Positions in this class serve as the personal secretary to the director of a department, as listed in Iowa Code Section 7E.5, to other executive branch department directors, or to an elected official who directs a department, as follows:

Administrative Services	Iowa Law Enforcement Academy
Aging	Iowa Lottery Authority
Agriculture and Land Stewardship	Iowa Public Employees' Retirement System
Auditor	Iowa Veterans Home
Blind	Iowa Workforce Development
Commerce	Justice
Corrections	Management
Cultural Affairs	Natural Resources
Economic Development	Office of the Chief Information Officer
Education	Public Defense
Ethics & Campaign Disclosure Board	Public Employment Relations Board
Homeland Security and Emergency Management	Public Health
Human Rights	Public Safety
Human Services	Revenue
Inspection and Appeals	Secretary of State
Iowa Board of Parole	Transportation
Iowa Civil Rights Commission	Treasurer
Iowa Communications Network	Veterans Affairs
Iowa Finance Authority	

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Executive Secretary

Positions in this class serve as the personal secretary to the director of a department, as listed in Iowa Code Section 7E.5 (see list above). Positions are differentiated from Administrative Secretary by work that is considered to be of higher complexity and of a more sensitive nature than that found at the Administrative Secretary level. Positions at this level are normally found in high-visibility departments that are involved in controversial programs and require the employee to have a more in-depth knowledge of agency programs and the ability to deal with news media, legislators, the Governor's staff, and upset constituents on a regular basis.

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