

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

SECRETARY 2

DEFINITION

Performs administrative support duties of moderate to considerable 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.

Translates/transcribes medical jargon and abbreviations from hand written/tape recorded notes into a readable type written format.

Maintains alpha, numeric or subject matter files and employee time, attendance and performance records; researches and summarizes information/data from files; may prepare non-standard reports.

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

Relays general instructions/messages and contacts employees to collect and consolidate data; maintains 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.

Initiates changes in office policies/procedures; may train, assign and review the work of lower level clerical employees.

COMPETENCIES REQUIRED

Knowledge of English: grammar, spelling and punctuation.

Knowledge of general office procedures and equipment.

Ability to operate personal computers, medical transcription equipment 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. Refrains 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 QUALIFICATIONS

Experience equal to two years of full-time general office work, one year of which must have involved secretarial or related administrative support duties;

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 general office 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 the equivalent of one year of full-time work as a Secretary 1.

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