

WORD PROCESSING SECRETARY II

NATURE OF WORK IN THIS CLASS:

This is complex secretarial work involving the substantial operation of word processing user software or equipment.

Employees in this class perform the full range of secretarial and office management duties usually serving as a secretary to a program administrator in a large and complex department/agency with many units and subdivisions and to an official Board, Commission or similar body; or in a legal, judicial or comparable office requiring knowledge of specialized terminology, procedures and other requirements.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all duties which may be performed.)

Develops and implements office management procedures, practices and systems.

Takes and transcribes minutes of official meetings such as Boards, Commissions and Councils; prepares summary of meetings.

Receives visitors or callers and provides information or channels complaints or inquiries to proper sources; uses judgment in handling problems.

Independently handles office details and prepares material for meetings for superior.

Operates word processor, storing comprehensive information electronically and providing for text processing and other necessary operations; types memorandums, correspondence, reports, statistical papers and other materials; arranges materials in various formats using defined commands or defined machine codes to achieve a required effect; proofreads typed material in the video terminal and makes necessary corrections before the printing of documents.

Establishes and maintains various files for fast and easy maintenance and retrieval using a display writer diskette or other appropriate devices; summarizes and prepares varied reports from information stored in the report pack or other similar devices.

Keys in and stores on diskette arithmetic instructions in the production of mathematical typing, such as budgets, financial reports, client bills and similar statistical material.

Maintains records and prepare routine administrative reports.

May supervise typing and clerical personnel.

Performs related duties as required.

WORD PROCESSING SECRETARY II

Page 2 of 3

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of word processor capabilities.

Knowledge of standard or appropriate specialized secretarial practices and procedures.

Knowledge of standard business English, spelling, punctuation and grammar.

Knowledge of appropriate specialized terminology relevant to the job.

Ability to design or modify and implement appropriate office practices, procedures and systems.

Ability to use initiative and judgment in handling office matters.

Ability to interpret and apply pertinent organizational, procedural regulations and other work guidelines and requirements.

Ability to exercise good judgment, courtesy and tact in receiving callers, in giving and obtaining information, and in making proper disposition of problems.

Ability to evaluate operational effectiveness and recommend/implement changes to improve effectiveness.

Ability to work effectively with employees and the public.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare routine reports.

Skill in the operation of word processing user software or equipment.

Skill in typing at a prescribe rate of speed.

Skill in transcribing a variety of oral dictation, such as official board or commission meetings and other standard and complex letters, reports or documents.

MINIMUM EXPERIENCE AND TRAINING:

- A) Three (3) years of progressively responsible office clerical work requiring the operation of word processing user software or equipment, and one (1) year in typing or stenographic work and graduation from high school; **OR**
- B) Any equivalent combination of experience and training, which provides the minimum knowledge, abilities and skills.

WORD PROCESSING SECRETARY II

Page 3 of 3

ESTABLISHED: SEPTEMBER 1982**AMENDED: AUGUST 1984
 AUGUST 1994
 NOVEMBER 2006****PAY GRADE: H
STEP 1: \$19,974
STEP 10: \$29,962**

HAY EVALUATION:	KNOW HOW:	C 1 1	115
	PROBLEM SOLVING:	C 2 (22%)	25
	ACCOUNTABILITY:	B 1 C	<u>29</u>
	TOTAL POINTS:		169



LOURDES M. PEREZ, Director
Department of Administration