

CITY OF GLENDALE

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| TITLE: | Secretary | CLASS CODE: | 113 |
| REPORTS TO: | Various | GRADE: | 15 |
| DEPARTMENT: | Various | FLSA: | N |

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Performs office support involving customer assistance, filing systems, phone work, and including special skill typing or word processing, dictation, data entry and retrieval, recording and reporting, collecting and balancing fees or a related area.

ESSENTIAL FUNCTIONS:

1. Types correspondence, contracts, minutes, agendas, reports, forms, charts and other materials from dictation or hand written draft using a typewriter and/or word processor.
2. Processes purchase requisitions, check requests and accounts payable.
3. Proofs and edits typewritten work and checks forms and other materials for accuracy and completeness.
4. Answers and screens phone calls, obtains information from caller, answers or refers questions and takes messages; follows up on "requests for service" calls.
5. Processes forms, applications, registrations and permits; maintains records and compiles information from records and completes daily, monthly, and annual activity or other reports or compilations; resolves discrepancies in records and follows up as necessary.
6. Maintains schedules, records of receipts, totals collections, prepares deposits, prepares invoices and claims forms, maintains time records and prepares payroll register for a large organization
7. Performs data entry work and prints reports, assigns codes and account numbers, and verifies computer entry and outputs; uses database and spreadsheet programs.
8. Files and retrieves materials, develops modifications to filing system, cross-references materials, and sorts and indexes for filing or distribution.
9. Serves as receptionist, works a counter, obtains and provides information, operates and balances cash register, collects fees and fines, explains standard fee structure, codes, ordinances, processes and procedures or refers questions to other persons or agencies.
10. May take minutes at meetings, prepare and distribute minutes, agendas, packets and other materials; schedules meetings and facilities.
11. Maintains calendars and notifies persons of deadlines, makes meeting, facility and travel arrangements.
12. Maintains office supply inventory, petty cash and related records.

SECONDARY FUNCTIONS:

13. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Modern office practices, procedures and equipment.
Basic grammar, spelling, punctuation, and arithmetic.
City programs, organization, operations and specialized procedures relative to areas of assignment.

Skills in:

Typing, word processing, data entry and office machine operation.
Computer operation and applicable software.

Ability to:

Exercise judgment in handling irate calls.
Display courtesy and tact in dealing with the public and other employees
Communicate effectively, and provide clear explanations and answers.
Follow oral and written instructions, established procedures.
Perform basic arithmetic calculations.
Maintain complete and accurate records and files.
Compile information and prepare routine reports.
Make decisions following established procedures and manuals.

WORKING CONDITIONS:

Office setting.

MINIMUM QUALIFICATIONS:

High school education including or supplemented by course work in typing, word processing, data processing or office procedures and two years of secretarial or office support experience relative to area of assignment.
Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Some positions require possession of a valid Arizona driver's license.
Some positions are required to work shifts, weekends and holidays.
Some positions may require the ability to become a Notary Public.