

SECRETARY TO WORKFORCE DEVELOPMENT DIRECTOR II

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Employment and Training Department and involves the responsibility for independently performing various clerical operations and relieving the Employment and Training Director of administrative detail. This work calls for frequent exercise of independent judgement and furnishing information regarding the policies and practices of the department. It is a position of trust and confidence requiring exchange of sensitive and confidential information. Correspondence duties are distinguished by the fact that many letters and communications of a routine recurring nature are composed by the incumbent, with correspondence being dictated only when new or unusual situations occur. The work is performed under general supervision of the Employment and Training Director with detailed instructions received in instances where policies have not been determined. The work may involve direct supervision of subordinate secretarial and clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Composes and types routine correspondence, applying a knowledge of departmental operations and regulations;

Maintains a master file of all records, reports, and personnel information;

Answers and screens in-coming phone calls to determine nature of call, caller, and subject matter and relays messages to Director/staff;

Supervises the clerical staff of the office, reporting only to the Director responsible for maintaining the work flow to the clerical staff and ensuring that each job is completed in a timely and professional manner.

Handles various confidential matters for the Director including worker's compensation claims, grievance reports, and personnel paperwork covering a total range of actions and executive memos.

Prepares a variety of reports and records; monitors all reports and records submitted to the Director for inclusion in the general filing system;

Disseminates information to clients regarding job opportunities, training, referrals, or other agency programs.

Coordinates all incoming mail and correspondence relative to the Director and staff;

Oversees all outgoing correspondence concerning same;

Receives and announces visitors to the Director's Office and coordinates Director's daily schedule of appointments/meetings;

Schedules meetings, conferences, and relates business trips for the Director and staff on an as-needed basis. Maintains log of vacations, personal time and other time off for staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of secretarial practices and procedures; good knowledge of office terminology, practices and procedures; good knowledge of clerical record keeping and reporting practices; good knowledge of terminology and procedures as they relate to guidelines established for Employment and Training Office; ability to understand and interpret written materials; ability to establish and maintain cooperative working relationships with office staff, with adult and minor aged clients, and with the general public; ability to follow oral and written directions; ability to write legibly; ability to plan and supervise the work of others; clerical aptitude

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college, business college, or secretarial school with an Associate Degree in secretarial science, office management, office technologies, word processing, or a closely related field; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma, **AND** two (2) years of clerical experience, which shall have involved typing; **OR**
- (C) Four (4) years of clerical experience, as stated above; **OR**
- (D) An equivalent combination of training and experience, as defined by the limits of (A) through (C) above.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.