

SECRETARY

604

DEPARTMENT: James City Service Authority

NATURE OF WORK:

Performs responsible and complex secretarial work.

Work involves the performance of difficult secretarial and clerical duties which involve independent judgment based on knowledge gained through experience. Provides secretarial and administrative support for a department or administrative officer. Work problems involving departures from established rules and policies are reviewed with supervisor for final decision but, within general instructions, employees develop their own procedures and carry work through to completion.

Work is performed under the general supervision of a department Assistant Manager.

ESSENTIAL FUNCTIONS OF THE JOB:

Replies in person, by telephone, or by correspondence to inquiries from visitors and callers; ascertains nature of the inquiry and provides information on departmental policies and procedures, programs or services provided. May refer more difficult inquiries to the appropriate person.

Operates standard office equipment, including word processors and microcomputers to produce letters, memoranda, reports, forms, invoices, purchase orders, etc, working from rough drafts, tape recordings, handwritten notes, oral instructions or established procedures.

Maintains financial and other records for a variety of program areas; maintains moderately complex record keeping and filing system; prepares reports from such records.

Determines and collects applicable fees, types applications, and accepts/receives payment for water/sewer connection; writes receipts; answers questions from customers regarding prices and policy for installation.

Receives, responds to, and resolves a wide variety of customer complaints and questions concerning water/sewer service; to include customer accounts, bills, service, connections, disconnections, policies or procedures.

Maintains general and employee personnel files, sets up new files, files and retrieves information.

Maintains inventory of office supplies and equipment; prepares purchase requisitions.

Prepares and sends correspondence and form letters on general matters with limited supervision.

Receives and distributes mail; schedules appointments and meetings; makes travel arrangements and arrangements for meetings.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs other related duties as assigned.

ADDITIONAL EXAMPLES OF WORK PERFORMED:

May drive County vehicle to other County facilities to deliver or pick up information.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed in an office environment.

Operates computer keyboard, telephone, typewriter, and copy machine.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of office practices and procedures.

Considerable knowledge of data entry and computer operations and of automated record keeping.

Considerable knowledge of correct business English, spelling, and punctuation.

Ability to learn the policies, procedures, and services of the department to which assigned.

Ability to maintain complex records, to assemble and organize data and to prepare reports from such records.

Ability to deal with other employees and the general public in an effective and courteous manner.

Ability to type accurately and rapidly and to compose effective and accurate correspondence.

MINIMUM QUALIFICATIONS:

Graduation from high school or equivalent, including or supplemented by course work in secretarial science and considerable experience in responsible secretarial work; or any equivalent combination of accepted education and experience providing the knowledge, abilities, and skills cited above.