

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Secretary

Class Code: 20210
Pay Grade: GD

A. Purpose:

Provides clerical/secretarial support which includes tasks such as composing and finalizing correspondence, establishing and maintaining filing systems, creating and maintaining databases, gathering and providing information, and recording fiscal activities to support office operations.

B. Distinguishing Feature:

The Secretary performs a wide variety of clerical and office support functions and has independence to deviate or choose from defined procedures and practices.

The Staff Assistant performs clerical/secretarial support tasks within established and known systems, processes, and operations; and that are based on learned, specific guidelines that permit little deviation or change as the task is repeated and that may be limited to one activity or include a variety of basic support activities.

The Senior Secretary performs professional and secretarial functions or high-level clerical support functions which may be characterized by: freedom to establish and implement procedures relative to assigned duties; flexibility and latitude in adapting practical approaches to systems, operations, and processes that are established and defined. Examples include studying information on the nature of the problems in relation to needs, preestablished guidelines, and approved parameters to determine practical solutions to problems or discrepancies, updating agreements and plans, and creating exceptions or alternatives; and serving as a resource or guide by advising others on how to use processes within the system. Work assignments require independent judgment and analysis.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Composes and finalizes letters, narratives, memos, reports, and forms to produce accurate documents.
 - a. Chooses appropriate formats based on contents of documents including appropriate font styles and sizes, headers and footers, paragraphs, page numbers, etc.
 - b. Implements spelling and grammar checks and makes corrections if necessary.
 - c. Prepares reports by defining commands to compile information, determining formats and links among compatible software, and creating appropriate informational enhancements such as graphs, slides, spreadsheets, etc.
2. Records, transcribes, and distributes formal minutes of meetings to provide detailed records of proceedings and decision-making.
3. Responds to requests or questions regarding routine program operations to disseminate information and provide assistance to clients and the public.
 - a. Screens information, data, and forms.
 - b. Gathers information by asking questions or determines sources for information.
 - c. Completes forms or selects, sorts, and compiles data.
 - d. Explains or interprets procedures.

4. Makes travel arrangements or schedules appointments to ensure necessary arrangements are made.
 - a. Reviews requests.
 - b. Determines available alternatives.
 - c. Selects appropriate accommodations.
5. Establishes and maintains computerized and manual filing systems by determining file-naming and organizational methods for data files; and following standard filing procedures for correspondence, forms, and other documents to ensure accurate storage and retrieval capabilities.
6. Reviews documents, forms, data, and files to ensure accuracy and completeness.
 - a. Completes missing information.
 - b. Corrects errors or contacts appropriate individuals to obtain the correct information.
 - c. Reviews content of incoming mail and determines appropriate distribution.
7. Maintains records of fiscal activities to track expenditure of allocated funds, and incoming fees and other daily revenues.
 - a. Assigns applicable fiscal codes and enters debits and credits into appropriate ledger files.
 - b. Figures balances due and sends bills.
 - c. Verifies correctness of invoices and requisitions, prepares, and processes vouchers by assigning appropriate general and departmental codes, and posts data to accounting system files.
 - d. Approves vouchers based on fund balances, fiscal guidelines, and expenditure receipts.
8. Performs other work as assigned.

D. Reporting Relationships:

May train, supervise or provide work direction to staff that is responsible for clerical functions.

E. Challenges and Problems:

Challenged to locate and select most appropriate guidelines that may change for varying circumstances. This is challenging because it involves choosing from alternatives that are all correct but one is better than another depending on the circumstances of the current situation. Further challenged to guide the direction taken to resolve complaints or problems and influence or correct actions and behaviors. This is challenging because the position must probe for information where needs, issues, and results are not readily apparent and defined.

Typical problems include completing work in an accurate and timely manner with constant interruptions, explaining procedural changes to the general public, understanding terminology, correcting scheduling conflicts, working with inaccurate or incomplete information, and determining the proper coding for a variety of documents.

F. Decision-making Authority:

Decisions include determining the speed, methods, organization, tracking, and timing to efficiently complete assignments; determining the method to compile and retrieve information; fixing incorrect calculations, coding, or software commands; recommending changes in procedures and forms that do not alter the operation itself; locating or tracing missing

documents and information; determining the methods to register participants; choosing the correct forms and steps to accurately process an action; determining which software package and format to use depending on the nature of the document to be produced; selecting from established vendors or carriers depending on the need for speed and the cost; approval of designated expenditures; and determining the proper referral of inquiries.

Decisions referred include approval of non-designated expenditures, final approval of content of reports and technical correspondence, technical questions and conflicts regarding program operations, and final approval of minutes.

G. Contact with Others:

Daily contact with the public to instruct them on completing forms and documents; provide information on the status of actions or requests; and explain processes, forms, requirements, charges, fees, schedules, etc.; with other agencies and resources to describe problems or needs; and with other work units to clarify data and correct factual errors in documents or transactions, and explain why a specific action was taken.

H. Working Conditions:

The incumbent works in a typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- business English including grammar, spelling, and punctuation;
- modern office equipment, practices, and procedures;
- basic bookkeeping;
- computer software applications;
- department rules, procedures, and functions.

Ability to:

- type accurately, in positions requiring keyboarding;
- gather, compare, and summarize data from a variety of sources;
- operate a variety of office equipment;
- communicate information clearly and concisely;
- review and comprehend materials;
- establish and maintain effective working relationships with other employees and the general public;
- proof and edit solutions to arithmetic problems involving addition, subtraction, multiplication, division, and percentages;
- transcribe material from machine dictation;
- formulate logical and reasonable conclusions from available information.