

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Senior Secretary

Class Code: 020215

Pay Grade: GF

A. Purpose:

Performs a combination of professional and secretarial duties, or high-level clerical support duties requiring independent judgment, analysis, and latitude in decision-making and problem-solving to administer assigned programs and to support office functions.

B. Distinguishing Feature:

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, pre-established 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.

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 Office Supervisor supervises clerical and administrative support staff and is responsible for the day-to-day operations of an office.

The Program Assistant I independently implements work processes and develops procedures for assigned work within limits set by program professionals; makes choices within specified, acceptable standards and practices; informs and educates others to clarify program intent and guidelines; and speaks on behalf of program professionals for whom he or she provides assistance. The impact of work done by this class is primarily internal, for example, recording statistics, compiling data for required reports, monitoring deadlines and other time factors, monitoring compliance with program guidelines, updating technical tools, etc. Positions at this level do not provide clerical support.

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. Performs assigned professional tasks to facilitate and support a program.
2. Performs high-level clerical support functions as defined in the distinguishing feature, reporting relationships, decision-making authority, and contact with others.
3. Performs other work as assigned.

D. Reporting Relationships:

Incumbent may act as lead worker over other clerical staff.

E. Challenges and Problems:

Challenged to perform a combination of professional and secretarial or high-level clerical support duties. This is difficult because the parameters may not be clear and work priorities may conflict. Position is challenged to organize program activities which is difficult because it requires the coordination of several activities.

Problems include scheduling conflicts, dealing with public misinterpretation and dissatisfaction with policies and procedures, staff not meeting deadlines, resolving procedural problems, and ensuring time frames are met and procedures followed.

F. Decision-making Authority:

Decisions include determining the processes required to complete a project or a series of functions. For example, positions at this level create and revise office procedures, finalize conference and meeting arrangements, prioritize and assign work to other support staff, determine how to answer inquiries, determine where to locate data needed for reports, determine availability of funds, develop preliminary budget figures, determine content and format of self-generated correspondence, and determine technical and statutory correctness of correspondence and forms. Positions act in the absence of the supervisor for certain administrative functions when located in a field or region office.

Decisions referred include responses to questions outside assigned professional tasks, special project priorities, final interpretation of rules and statutes, responses to inquiries regarding administrative or legal research, final approval of budget, decisions regarding purchase and distribution of capital assets, policy development that affects program content, and legal and jurisdictional questions.

G. Contact with Others:

Daily contact with department staff, other agencies, and the public to provide or collect information. This position instructs clients on how to complete forms and documents; provides information on the status of actions and requests; instructs others on the steps to follow to correct an identified, defined problem; clarifies data with other work units to correct errors detected in documents; explains why a specific action was taken; and explains forms, requirements, charges and fees, available options, policies, rules, and statutes.

H. Working Conditions:

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;
- computer software applications;
- bookkeeping methods.

Ability to:

- type accurately in positions requiring keyboarding;
- operate a variety of office equipment;
- set up and type copy in a variety of formats such as narratives, manuscripts, business correspondence, statistical tables, etc.;
- proofread and edit rough copy for grammar, spelling, syntax, and style;
- calculate solutions to arithmetic problems involving addition, subtraction, multiplication, division, and percentages;
- communicate in a concise and effective manner;
- compose a general business letter;
- read and comprehend written materials;
- accurately record, file, and transmit information;
- accomplish assigned professional tasks;
- organize and coordinate activities;
- research and compile data;
- establish and maintain effective working relationships with other employees and the general public;
- exercise tact, patience, and discretion in communicating and dealing with persons of varying backgrounds and temperament.