



## SECRETARY ADMINISTRATIVE

### **CHARACTERISTICS OF WORK:**

This is professional senior-level clerical work in which the incumbent functions as the principal clerical support to the executive director or chairperson of an agency, board, or commission, and, in some cases, to the subordinate staff of that director or chairperson, and exercises full authority in one or more of the following areas: (a) direct line supervision of two or more subordinate employees, (b) functional supervision of duties requiring a technical or professional knowledge of a specialized subject matter area, or (c) administrative support to the executive director or chairperson in implementing the directives of a board or commission. Work involves the application of established rules and procedures and decision-making that affects the quality, accuracy, or utility of results. The incumbent receives directions from the immediate supervisor, but normally operates within the framework of standard operating procedures and established guidelines. Contacts with persons within or outside the agency involves the exchange of routine, factual information as well as interpretation of information.

### **EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Organizes, designs and maintains filing system for classifying, retrieving, and disposing of such materials as correspondence, records, reports, and other documents.

Composes correspondence to individuals requesting or in need of routine information or interpretation of standard procedures.

Locates and assembles information for reports, briefings, conferences and meetings.

Types non-technical and technical correspondence, reports, minutes and other similar documents.

Routes correspondence and other materials routinely in order to ensure timely distribution and appropriate action.

Screens incoming calls and visitors, referring each to the appropriate person or department.

Places local and long distance calls upon request to various officials, the news, and other parties; refers incoming telephone calls and visitors to the appropriate person or functional area.

Requests a variety of office equipment, supplies, publication materials, and maintenance services as needed.

Coordinates the flow of clerical processes or the interface of a specialized function within the agency.

Makes arrangements for such things as travel, conferences, and meetings, maintaining a calendar of such events and notifying concerned parties of the date, time and location of such arrangements.

Performs related or similar duties as required or assigned.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work. Meets deadlines. Work product is of a high quality. Follows through on assigned tasks until they are completed correctly. Takes ownership of tasks and duties.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meet and/or exceed the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers. Obtains first-hand customer information and uses it to improve projects and/or services.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward for state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks,

performance standards and mistakes. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourage and facilitates cooperation, pride, trust and group identity. Fosters commitment and team spirit. Works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches.

Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates, adapts, and copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross-cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict issues. Encourages others through positive reinforcement. Expresses facts and ideas both verbally and in writing in a clear, convincing and organized manner, helping others translate vision into action. Models appropriate behavior. Recognizes and develops potential in others; mentors. Builds constructive and effective relationships.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives nonverbal cues, such as body language in ways that are appropriate to listeners and situations.

Takes into account the audience and nature of the information. Listens to others and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns as well as outcomes and progress throughout the course of an activity. Provides thorough and accurate information. Can accurately restate the opinions of others even when he/she disagrees.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills. Uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas. Is committed to and actively works to continuously improve himself/herself.

#### **MANAGEMENT COMPETENCIES:**

**Emotional Maturity:** Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions. Takes risks appropriate to one's level of responsibility. Acts as a settling influence in a crisis. Exhibits the ability to work through challenges and create opportunities.

**Macro-Oriented:** Exercises good judgment and makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise. Understands the effects of decisions on the organization and on other organizations.

Acts as a change agent by initiating and supporting change within the agency when necessary.

**Working Through Others:** Supports, motivates, and is an advocate for staff

Creates effective teams; shows a willingness to get work done through others. Clearly and comfortably delegates work, trusting and empowering others to perform. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

**Results Oriented:** Plans effectively to achieve or exceed goals, sets and meets deadlines.

Identifies, analyzes, and solves problems. Develops standards of performance and know what and how to measure.

**Resource Management:** Acquires, effectively and efficiently administers, and allocates human, financial, material, and information resources.

Demonstrates ability to plan, prioritize, and organize.

## **TECHNICAL COMPETENCIES**

**Technical Proficiency:** The ability and willingness to exhibit competency in the technical areas needed to do a specific job.

Reads, comprehends, and correctly applies all rules, regulations, and policies applicable to work assignments. Performs work with a minimum amount of supervision in areas that are familiar. Knows how to properly manage/utilize office equipment (e.g., telephone, computer, printer, typewriter, calculator, copy machine, fax machine, laminator). Demonstrates the ability to learn new positions and tasks quickly. Uses proper grammar, punctuation, etc. when corresponding with all internal and external stakeholders. Follows proper procedures when generating system programmed coversheets on clients. Applies appropriate policy rules and regulations when handling phone inquires through the Mavericks system. Effectively assists clients obtain new electronic benefits transfer (EBT) cards. Provides clients with accurate information regarding how to obtain services. Knows how to properly perform scans for client inquires from the HEAT system.

**Workflow Management:** The ability and willingness to perform work within defined specifications and timelines and to manage conflicting priorities.

Operates under specific time constraints and within specified deadlines. Effectively prioritizes tasks in order to meet deadlines. Works on appropriate priorities to get the job done. Responds to internal and external inquiries in an appropriate and timely manner. Demonstrates the ability and willingness to train others on short notice. Distributes reports and related correspondence to designated staff in a timely manner. Properly receives and processes daily mail to insure timely and appropriate handling. Uses time wisely during work hours. Collects information from counties to organize statistical charts for supervisors and/or the state office in an appropriate and timely manner. Demonstrates effectiveness and professionalism when pushed by hard deadlines. Effectively assists trainers in preparing training materials prior to training onset.

**Problem Solving/Decision Making:** The ability and willingness cooperate with other employees in identifying and solving problems in order to effectively and efficiently complete assigned tasks

Exhibits ability to identify and address issues. Ensures that all problems encountered are addressed at the appropriate level and communicates all relevant information on a timely basis with accuracy and completeness. Exercises sound reasoning. Displays the ability and willingness to work with other offices or other divisions in order to collectively complete assigned tasks or problems as that arise. Effectively identifies conflicting information/data provided by staff prior to being forwarded to management. Identifies and effectively resolves client inquiries regarding the agency's mission as it relates to the Supplemental Nutrition Assistance Program (SNAP). Handles upset clients in a professional and effective manner. Collaborates effectively with other staff when trying to solve problems. Communicates effectively with clients concerning problems with case workers. Provides sound logic/reasons when communicating policy rules and guidelines.

**Stakeholder Relations:** The ability and willingness to interact and communicate effectively with stakeholders.

Proactively provides stakeholders with proper information in an effort to reduce occurrences of future problems. Supports the agency mission and goals in all interactions with internal and external stakeholders. Acts as an advocate for agency policy. Provides opportunities for external stakeholders to express their views and then relays these views as needed to appropriate staff. Demonstrates the ability and willingness to be a team player. Demonstrates the ability to properly communicate the agency's policies and procedures to other staff and peers. Interacts and communicates effectively with agency leaders. Proactively looks for opportunities to enhance the agency's image in the community.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. These essential functions include, but are not limited to, the following.**

1. Organizes and oversees maintenance of filing system.
2. Types non-technical and technical correspondence, reports, minutes and other similar documents requiring knowledge of spelling, punctuation and syntax sufficient to identify and correct grammatical errors, making independent decisions regarding format and arrangement.
3. Places local and long distance calls; receives visitors.
4. Evaluates and routes correspondence; coordinates follow-up on handling same.
5. Composes correspondence; locates and assembles information for various reports, briefings, meetings and conferences.
6. Maintains calendar for supervisor.
7. Coordinates flow of clerical processes within agency.

**MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications

set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**PHYSICAL REQUIREMENTS:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

**Sedentary Work:** May occasionally walk or stand and/or occasionally move light objects, materials, etc.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Field of vision:** Ability to observe an area up or down/left or right while eyes are fixed on a given point.

**Accommodation:** Ability to bring an object into sharp focus.

**Color vision:** Ability to identify colors.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is occasionally required to walk; stand; and stoop, kneel, crouch, or bend.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

**EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

**Education:**

Two (2) years of study at an accredited two-year or four-year college or university.

**AND**

**Experience:**

Three (3) years experience performing work related to the above described duties.

**OR**

**Education:**

Graduation from a standard four-year high school or equivalent (GED).

**AND**

**Experience:**

Five (5) years experience performing work related to the above described duties.

**Substitution Statement:**

Related education and related experience may be substituted on an equal basis.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.

**Additional essential functions and behavioral anchors may be identified and included by the hiring agency.**