



## SECRETARY ADMINISTRATIVE, CONFIDENTIAL

### **CHARACTERISTICS OF WORK:**

This is professional administrative work. Incumbents in this classification function as the principal secretarial support to the executive director of a large agency, department, board, or institution. This classification differs from others within the secretarial series in that incumbents exercise a degree of confidentiality essential in the execution of administrative duties and in performing clerical functions requiring a high level of proficiency. The work involves frequent contact with various public and private officials for the purpose of exchanging non-routine information as well as interpreting rules and regulations. Independent decision-making is exercised in all facets of this work, including the dissemination of confidential information, the determination of matters requiring the director's attention, and ensuring that the intent of the director is carried out in all activities and responses coordinated in his/her absence. Incumbents report directly to the director, but routinely operate within a framework of established policies and standard practices and procedures. Supervision may be exercised over a small clerical staff.

### **EXAMPLES OF WORK:**

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

Acts as liaison between executive director and members of the public, staff or other agencies as requested.

Assigns, directs and reviews the work of a small clerical or technical support staff.

Maintains filing system.

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 functional area.

Analyzes administrative problems and makes recommendations to the executive director.

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

Assembles information for various reports, briefings, meetings and conferences.

Composes correspondence regarding requested information or interpretation of standard regulations or procedures.

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

Represents the executive director in contacts with the public when necessary.

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

Compiles and distributes copies of the board agenda to board members and staff; attends meetings and records the official minutes.

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. Develops and maintains accurate statistical databases. Demonstrates the ability to work effectively and efficiently with various job-related computer software programs/packages. Knows how to effectively train new employees with limited supervision.

**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. Demonstrates the willingness to ask others for help when it is clear that his/her project deadlines cannot be met. Collaborates effectively with other staff and management to complete special projects. Utilizes his/her time wisely. Knows how to efficiently and accurately multi-task. Proactively assists his/her coworkers as needed to meet project deadlines. Utilizes appropriate personnel, equipment and methods to achieve work goals. Keeps customer, employee, and report databases up-to-date.

**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. Demonstrates attention to detail when completing work assignments. Seeks input from "both sides" when addressing conflict situations. Addresses problems that jeopardize work goals aggressively and promptly. Follows the proper chain of command when addressing conflict situations and related problems. Takes full responsibility for his /her decisions, regardless of the outcomes. Knows how to conduct effective research on customers' needs. Knows where and how to locate and retrieve information to make educated/informed decisions. Demonstrates the ability to effectively listen to and

calm angry customers.

**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. Facilitates regular meetings with senior-level managers/stakeholders to communicate information and gain valuable feedback. Utilizes effective listening, verbal and written skills when providing information to all project/task stakeholders. Proactively seeks new ways to contribute to the agency's success and growth. Effectively assists coworkers as needed to ensure that agency policies and procedures are followed properly.

**ESSENTIAL FUNCTIONS:**

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

1. Organizes and oversees maintenance of filing system.
2. Types non-technical, technical and confidential correspondence, reports, minutes and other similar documents.
3. Acts as liaison between the executive director and the public or administrative staff on matters not requiring the director's attention.
4. Composes correspondence; locates and assembles information for various reports, briefings, meetings and conferences.
5. Maintains calendar for supervisor.
6. 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 adjust 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:**

Four (4) years experience in work related to the above described duties.

**OR**

**Education:**

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

**AND**

**Experience:**

Six (6) years of experience 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.**