

OFFICE OF THE DEFENDER GENERAL
JOB SPECIFICATIONS – ADMINISTRATIVE SECRETARY – PG 17

Class Definition:

Administrative and advanced secretarial work in a staff office or Central Office division. Acts with authority on office management and other specifically delegated functions. Administrative Secretary is distinguished from Support Secretary by much greater emphasis on administrative duties and independence of action. Supervision over other office staff personnel may be involved. Work is performed under the general supervision of a Public Defender and is reviewed by the Defender General or his/her designee.

Examples of Work:

Acts as a representative of the Public Defender office or Central Office division in daily operations, maintaining frequent interaction with clients, professional persons, and other governmental officials. Transmits notices, orders and decisions to the proper persons with such explanations as may be necessary and follows up for compliance, completeness, and meeting of deadlines. Types, and may draft routine, legal documents. Types correspondence to and handles telephone calls from the public and officials, adjusting complaints or supplying information. Supervises and assists with the screening and sorting of mail and telephone calls and routing them to proper persons. Exercises considerable judgment in scheduling appointments and referring callers to others when appropriate. Plans, installs, reviews, refines and maintains office systems and practices. Instructs subordinates and other personnel in the use of same. Controls, updates, and assures clerical accuracy of case records, statistical data, and inventory records plus other program data as assigned. Performs or oversees entry of caseload data in database program. Has at least functional supervision of junior clerical and secretarial personnel. Performs related work as required.

Knowledge, Skills and Abilities Required:

Thorough knowledge of the principles of office management and supervision, including office practices, procedures and equipment. Awareness of purchasing and record maintenance procedures. Awareness of computer capabilities and information management systems, plus the role of word processing in office operations. Ability to compose a variety of letters, memoranda, and reports on own initiative or from minimum instructions. Ability to work independently on moderately complex administrative tasks and to make decisions within the framework of established policies. Ability to devise and maintain complex control records and data bases, including the ability to provide necessary decision-making information from such sources. Ability to correctly read, interpret and apply rules and regulations of considerable complexity. Ability to accurately type material of a complex, technical or confidential nature at a reasonable rate of speed from rough copy and/or transcription machines. Ability to exercise good judgment, courtesy and tact in carrying out assigned duties. Ability to establish and maintain effective working relationships. Ability to communicate effectively orally and in writing. Ability to functionally supervise support secretaries and clerical personnel.

Knowledge, Skills and Abilities Required for Full Performance:

Considerable knowledge of programs, services, functions and procedures of the unit to which assigned, including working knowledge of applicable statutes and regulations. Considerable

knowledge of computer capabilities and information management systems. Considerable knowledge of word processing equipment, programs, and procedures. Working knowledge of departmental personnel and purchasing procedures. Ability to identify problems and recommend solutions. Ability to assign, supervise, and review the work of clerical and secretarial subordinates, including providing applicable training. Ability to motivate secretarial or clerical employees. Ability to exercise good judgment, courtesy, and tact in interpersonal relationships. Considerable human relations skills are needed in dealing with clients, subordinates, work originators, and other employees.

Environmental Factors:

Duties are typically performed in a normal office setting. Work at a word processing or data processing terminal or similar equipment is required. Pressure from deadlines and workload may occur. There may be occasional travel outside the office setting for which private means of transportation must be available.

Minimum Qualifications:

Associate's degree in business technology, secretarial science or office management; OR High school graduation or equivalent and three years of office clerical experience, which included typing, word processing or other generation of documents. Completion of a one-year vocational/technical training program in business and office occupations or related area may be substituted for one year of the work experience. College coursework may be substituted for up to one year of the work experience on a semester for six months basis.